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# **Tippecanoe County's Coordinated Human Services Transit Plan**

**May 2008**

**Prepared by the Area Plan Commission of Tippecanoe County**

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## 1. Executive Summary and Introduction

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Public transportation is a long-term and growing concern throughout the United States. For many low-income, elderly or disabled individuals, public transportation is the only means for accessing essential services, including medical care, social services support, vital retail needs (such as grocery stores), government centers, and educational facilities. Additionally, public transportation provides a means for those individuals without access to a car to reach employments and job-training opportunities. Federal, state, and local governments, private and public non-profit organizations, and commercial operators recognized the importance of public transportation services for low-income, elderly, or disabled individuals by offering assistance, both in financial support and in the delivery of actual transportation.

The Federal government declared that it is essential to improve transportation for these sensitive populations in order to remove the barriers between individuals and the services necessary to help them maintain productive and independent lives. Historically, a major obstacle in efforts to improve services has been effective coordination between transit and human services programs. In the new federal transportation bill passed on August 10<sup>th</sup>, 2005 (the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users, or SAFETEA-LU), Congress established a new requirement of the funding of projects under the Federal Transit Administration (FTA)'s Special Needs of Elderly Individuals and Individuals with Disabilities (5310), Job Access and Reverse Commute (5316) (JARC), and New Freedom (5317) programs. The requirement is for the designated recipients of these grants to approved for funding only those projects that are derived from a locally developed Coordinated Public Transit-Human Services Transportation Plan (Coordinated Transit Plan). The aim of the Coordinated Services Plan is to aid in creating unified transit services for the targeted populations in a region by helping to guide funding for projects that maximize the area-wide goals and eliminate redundancy in services offered by various transportation and human service entities. This plan will be developed through a process that includes consultation with representatives of public, private, and non-profit transportation and human service providers, as well as the public.

The Indiana Department of Transportation (INDOT) tasked the Area Plan Commission of Tippecanoe County (APC) with preparing the Coordinated Service Plan for Tippecanoe County. The Coordinated Human Services Transit Plan covers the cities of Lafayette, West Lafayette, the towns of Battle Grounds and Clarks Hill and the unincorporated portions of Tippecanoe County.

## ***Organization of the Coordinated Human Services Transit Plan***

On May 1, 2007, FTA issued final planning guidance for all three programs through its circulars. They provide an outline for the organization and content for local Coordinated Human Service Transit Plans. FTA recommends that the Plan include, at a minimum:

- An assessment of available service that identifies current transportation providers.
- An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes.
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
- Priorities for implementation strategies.

Tippecanoe County's Coordinated Human Services Transit Plan includes all of the recommended requirements. Section Two summarizes the three grant programs (Section 5310, 5316, and 5317) the Coordinated Plan involves. Section Three identifies all of transportation providers who operate within Tippecanoe County. Section Four assesses the transportation needs of all three groups. It does this first through an overview of the regions demographics. Transportation providers, nonprofit agencies, and the Citizens Participation Committee then provided their insight and comments. Section Five identifies the strategies and activities that address the identified challenges, gaps, and barriers. Finally, priorities are then set.

## 2. Grant Program Overview

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The three grant programs the Coordinated Human Services Transit Plan impacts share similar overall goals of increasing mobility for sensitive populations, but they differ in the specific projects to which they apply. The primary distinctions between the Section 5310, New Freedom, and JARC programs is that, firstly Section 5310 applies only to mobility service for the elderly and persons with disabilities, New Freedom solely targets services for people with disabilities, and JARC targets welfare recipients or low-income individuals. Secondly, the Section 5310 and New Freedom program funds apply to general mobility, in addition to job-related transportation, while JARC is limited to services that develop and maintain job-access and job-related transportation.

### **Assistance to the Elderly and Persons with Disabilities Program (Section 5310)**

Section 5310 funds are a form of financial assistance for transportation serviced planned, designed, and carried out to meet the special transportation needs of the elderly and persons with disabilities in all areas—urbanized, small urban, and rural. In Indiana, the current designated recipient of the Section 5310 Program in the INDOT. INDOT evaluates and grants Section 5310 to subrecipients Statewide.

Congress establishes the allocation levels for the Section 5310 Program through a formula based on the population of elderly and disabled individuals in a State. Table 1.1 contains the current levels (as of June 2006) of Section 5310 funding of the State of Indiana through Federal Fiscal Year (FFY) 2009. These Figures are subject to change from potential future congressional rescission of funds.

Table 1.1 Allocations of Program Funds for Indiana

Program	FFY '06	FFY '07	FFY '08	FFY '09
Section 5310	2,281,514	2,408,422	2,615,787	2,750,575
JARC	1,682,656	2,428,364	2,630,728	2,774,069
New Freedom	1,159,776	1,634,380	1,765,534	1,866,422

Section 5310 Program funds are available to public bodies the State approves to coordinate services for the elderly and persons with disabilities; or public bodies with certify to the Governor that no non-profit corporations or associations are readily available in an area to provide the service. Local public bodies eligible to apply for Section 5310 funds are coordinators of services for elderly persons and persons with disabilities are those that the State designates to coordinate human service activities in a particular area.

Section 5310 Program Federal funds can fund no more than 80% of the total eligible capital and program administrative costs for approved projects. There is an exception to this ration for vehicle-related equipment required by the Clean Air Act Amendments of 1990 (CAAA) or the Americans with Disabilities Act of 1990 (ADA). The Federal share is 90% for vehicle-related equipment required by the CAAA or ADA. Only the incremental

cost of the equipment required by the ADA or CAAA may be funded at 90%, not the entire cost of the vehicle, even if the vehicle is purchase for use in service required by the ADA or CAAA.

According to FTA Guidance funds for the Section 5310 program are available for capital expenses to support the provision of transportation services to meet the special needs of elderly persons and persons with disabilities. Examples of capital expenses included, but are not limited to:

- Vehicles;
- Radios and communication equipment;
- Vehicle shelters;
- Wheelchair lifts and restraints;
- Vehicle rehabilitation, manufacture, or overhaul;
- Preventive maintenance, defined as all maintenance costs;
- Extended warranties which do not exceed the industry standard
- Microcomputer hardware and software;
- Initial component installation costs;
- Vehicle procurement, testing, inspection and acceptance costs;
- Lease of equipment when lease is more cost effective than purchase...;
- Acquisition of transportation services under a contract , lease, or other arrangement. Eligible capital expenses may also included, at the option of the subrecipient, the acquisition of transportation services under a contract, lease or other arrangement. Both capital and operating costs associated with contract service are eligible expense. User-side subsidies are considered one form of eligible arrangement. The State, as recipient, has the option to decide whether to provide funding for such acquired services. Funds may be requested for contracted services covering a time period of more than one year;
- The introduction of new technology, through innovative and improved products, into mass transportation; and
- Transit-related intelligent transportation systems.

The INDOT Public Transit Section manages the Section 5310 Program for the State. This office can provide further information on the Section 5310 Program and the eligible expenses for the State.

## **Job Access and Reverse Commute (JARC) Program (Section 5316)**

The JARC Program is intended to support he development and maintenance of job-access and job-related transportation services for welfare recipients and eligible low-income individuals. The JARC Program has no specific limitation of services for people with disabilities. For communities or areas in the state with populations under 200,000, INDOT serves as the JARC Program manager and selects all subrecipients for projects in these areas. Currently, the designated recipient for the JARC Program in the Tippecanoe County is CityBus.

Congress allocates JARC funds through a formula apportioned by the population of welfare recipients and eligible low-income individuals. On a national level, for the JARC program, approximately 60% of the funds go to designated recipients in urbanized area with populations over 200,000, 20% goes to state for urbanized areas with populations between 50,000 and 200,000, and 20% goes to states for non-urbanized areas. JARC funds may be transferred between urbanized area with less than 200,000 in population and non-urbanized area when the Governor certifies that all of the JARC objectives have been met in the area from which funds are to be transferred. The Lafayette Area does not receive any separate allocation. Table 1.1 summaries the allocation of JARC funds through FFY 2009. Table 1.2 presents the appropriation divisions for the JARC program for the State by population. These figures are subject to change from potential future congressional recession of funds. JARC funding also may change as it is subject to the congressional appropriations process.

Table 1.2 FFY '06 Apportionment of Program Funds by Population for Indiana

Area	JARC	New Freedom
Urbanized Area, Population 200,000 or greater	462,916	317,294
Urbanized Areas, Population 50,000 to 199,999	672,488	407,634
Non-urbanized Area, Population Less than 50,000	547,252	434,848
TOTAL	1,682,656	1,159,776

JARC Program Federal funds can fund 80% of capital expenses, 50% of operating expenses, and 100% of up to 10% of the apportionment available for planning, administration, and technical assistance, Non-U.S. Department of Transportation (U.S. DOT) Federal funds may be used as matching funds, if the funds permit their use for transportation.

JARC Program funding assistance may be provided for a variety of transportation services and strategies that are directed at addressing welfare recipients' and eligible low-income individuals' unmet transportation needs. Examples of the types of projects that may use JARC funds include, but are not limited to:

- Developing new or expanded transportation projects or services that provide access to employment opportunities;
- Promoting public transportation by low-income workers, including the use of public transportation by workers with non-traditional work schedules;
- Promoting the use of transit vouchers for welfare recipients and eligible low-income individuals;
- Promoting the use of employer-provided transportation, including the transit pass benefit program under section 132 of the Internal Revenue Cod of 1986;
- Subsidizing the costs associated with adding reverse commute bus, train, carpool, van routes, or service from urbanized areas and other than urbanized areas to suburban workplaces;



- Subsidizing the purchase or lease by a non-profit organization or public agency of a van or bus dedicated to shuttling employees from their residences to a suburban workplace; and
- Facilitation public transportation services to suburban employment opportunities.

JARC capital funds may be used for “mobility management.” In the interim guidance, FTA defines “mobility management” as “consisting of short range planning and management activities for projects for improving coordination among public transportation and other transportation services providers carried out by a recipient or subrecipient through an agreement entered into with a person, including a government entity, under this section (other than sections 5309 and 5320); but excluding operating public transportation services.” “Mobility management activities may not be used for the direct provision and operation of coordinated transportation services, including the scheduling, dispatching and monitoring of vehicles. FTA proposes the following as eligible mobility management activities:

- The development of coordinated plans;
- The support of State and local coordination policy bodies and councils;
- The maintenance and operation of transportation brokerages to coordinate providers, funding agencies and customers;
- The development and maintenance of other transportation coordination bodies and their activities, including employer-oriented Transportation Management Organizations, human service organizations customer-oriented travel navigator systems and neighborhood travel coordination activities;
- The development and support of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs; and
- The acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of Global Information Systems (GIS) mapping, coordinated vehicle scheduling, dispatching and monitoring technologies as well as technologies to track costs and billing in a coordinated system and single smart customer pay systems.”

JARC Program funds are available for transportation services provided by public, non-profit or private-for-profit operator. INDOT’s Public Transit Section can provide additional information on the HARC Program in other area of the State.

## **New Freedom Program (Section 5317)**

The focus of the New Freedom Program is to provide improved transportation services and public transportation alternative for people with disabilities. These services extend beyond those required by the ADA. FTA defines service beyond the ADA requirements to mean services not specifically required in the ADA and U.S. DOT implementation regulations. Services funded through the New Freedom Program must be in compliance

with the ADA. New Freedom includes, but is not limited to job-related transportation services.

On a national level, for the New Freedom Program, approximately 60% of the funds go to designated recipients in urbanized areas with population over 200,000, 20% goes to states for urbanized areas with populations between 50,000 and 200,000, and 20% goes to states for non-urbanized areas.

INDOT is responsible for management of the New Freedom Program funds allocated to areas with populations under 200,000. See Tables 1.1 and 1.2 for a listing of the federal allocation of the New Freedom Program funds.

New Freedom Program Federal funds can fund 80% of capital expenses, 50% of operating expenses, and 100% of up to 10% of the apportionment available for planning, administration, and technical assistance. Non-U.S. DOT Federal funds may be used as matching funds, if they permit their use for transportation.

New Freedom Program funds may be used for public transportation services and alternatives, beyond those required by the ADA, that assist individuals with disabilities. Conference Report language gives examples of projects and activities that might be funded under the program. These include, but are not limited to:

- Purchasing vehicles and supporting accessible taxi, ride-sharing, and vanpooling programs;
- Providing paratransit services beyond minimum requirements (3/4 mile to either side of a fixed route), including for routes that run seasonally;
- Making accessibility improvements to transit and intermodal stations not designated as key stations;
- Supporting voucher programs for transportation services offered by human service providers;
- Supporting volunteer driver and aide programs; and
- Supporting mobility management and coordination programs among public transportation providers and other human service agencies that provide transportation.

New Freedom Program funds may only be used to provide new public transportation services and public transportation alternatives that assist persons with disabilities with transportation. New Freedom capital funds may be used for “mobility management” (see above discussion on mobility management under the JARC Program for additional information on these types of projects). New Freedom Program funds are available to a State or local government authority, non-profit organization or operator of public transportation services (including private-for-profit operations). The Area Plan Commission can provide additional information on the New Freedom Program in other areas of the State.

### 3. Assessment of Available Services

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A variety of transportation services exist within Tippecanoe County. They include public transit, not-for-profit, and private for profit services. The cliental served varies by provider. Some only provide service to a very specific cliental while others transportation anyone. Some providers only service a very select geographical area while others have no specific boundaries.

Identifying all of the transportation providers who operate in Tippecanoe County went through a multi-step process. The provider list used for TIP development served as the starting point. That list was then reviewed against the phone directory, Polk directory, Journal and Courier community book, and the world wide web. The Citizens Participation Committee and Forum Committee both reviewed the list for any missing providers. Phone surveys of the non-profit agencies were also conducted.

#### Transit Service - CityBus

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The primary transit provider is the Greater Lafayette Public Transportation Corporation, commonly referred to as CityBus. CityBus services Lafayette, West Lafayette and a portion of the urbanized area of Tippecanoe County outside of the city limits. Their services provide fixed-route bus, supplemental routes, and paratranist service.

CityBus falls into INDOTs group one transit systems that comprise the largest systems in the state. Overall, CityBus leads the state transit agencies in many categories. According to INDOTs 2006 report, only the Indianapolis transit system transported more passengers in 2006. CityBus transported 4,353,281 persons in 2006. CityBus has the best operating expenses per passenger at \$1.72. The state average is \$3.99. CityBus also had the highest fare recovery at 24%. The state average is 16%.

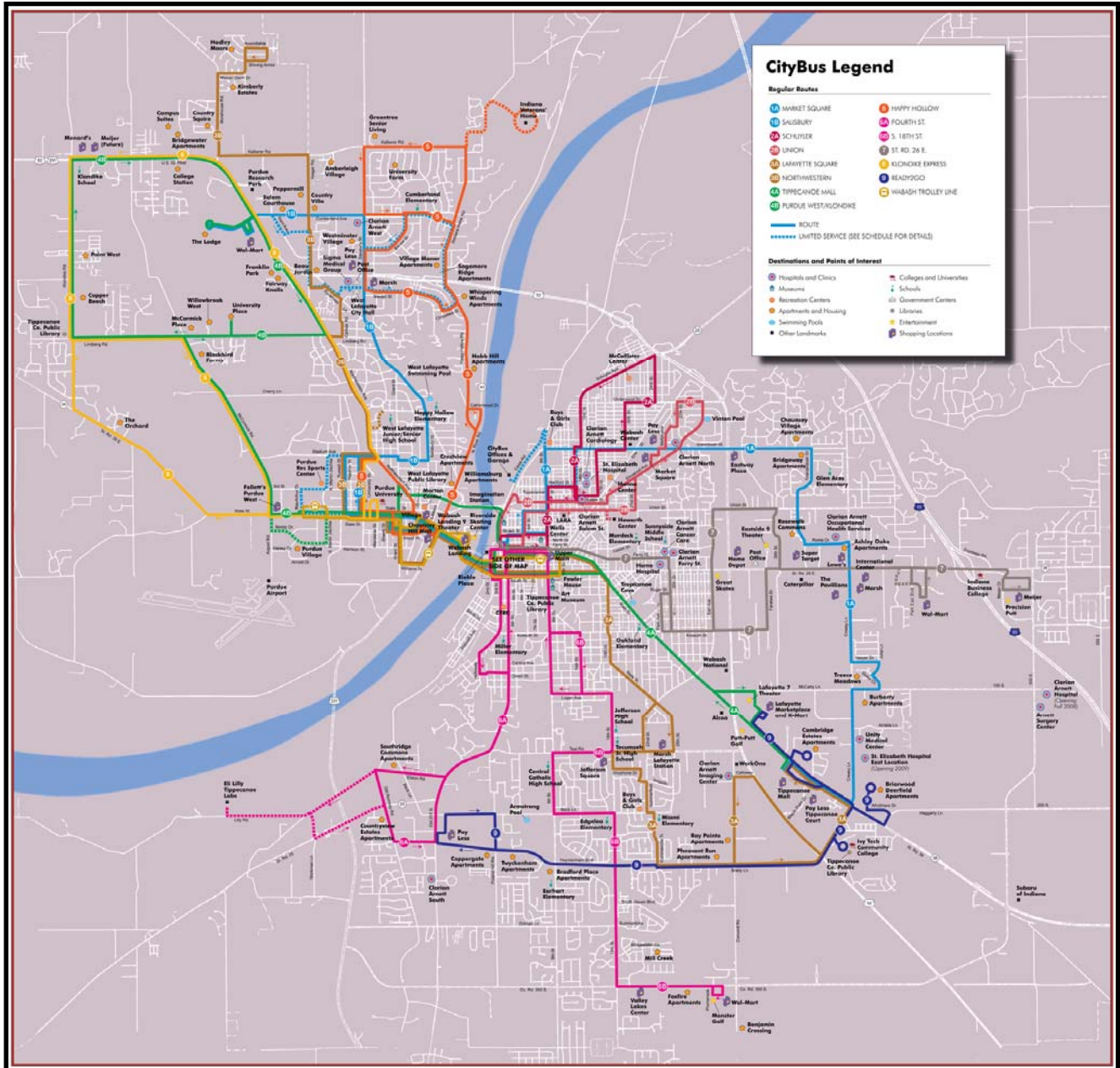
#### **Fixed Route Service**

CityBus operates two styles of fixed route service. The main service is a point/radial system where routes begin and end at a central location: Lafayette's Riehle Plaza. The other fixed route system is around the Purdue Campus. The loop system mainly traverses around and through campus. **Figure 1** illustrated the fixed routes and **Figure 2** illustrates the Purdue routes.

Route times vary depending upon the route. Most of the routes begin around six in the morning, and most of them run through six or seven in the evening. Half of the routes do provide later service till nine in the evening (Market Square, Salisbury, Schuyler, Lafayette Square, Tippecanoe Mall, and Klondike). CityBus also provides Saturday service (eleven routes), and some Sunday service (fiver routes).

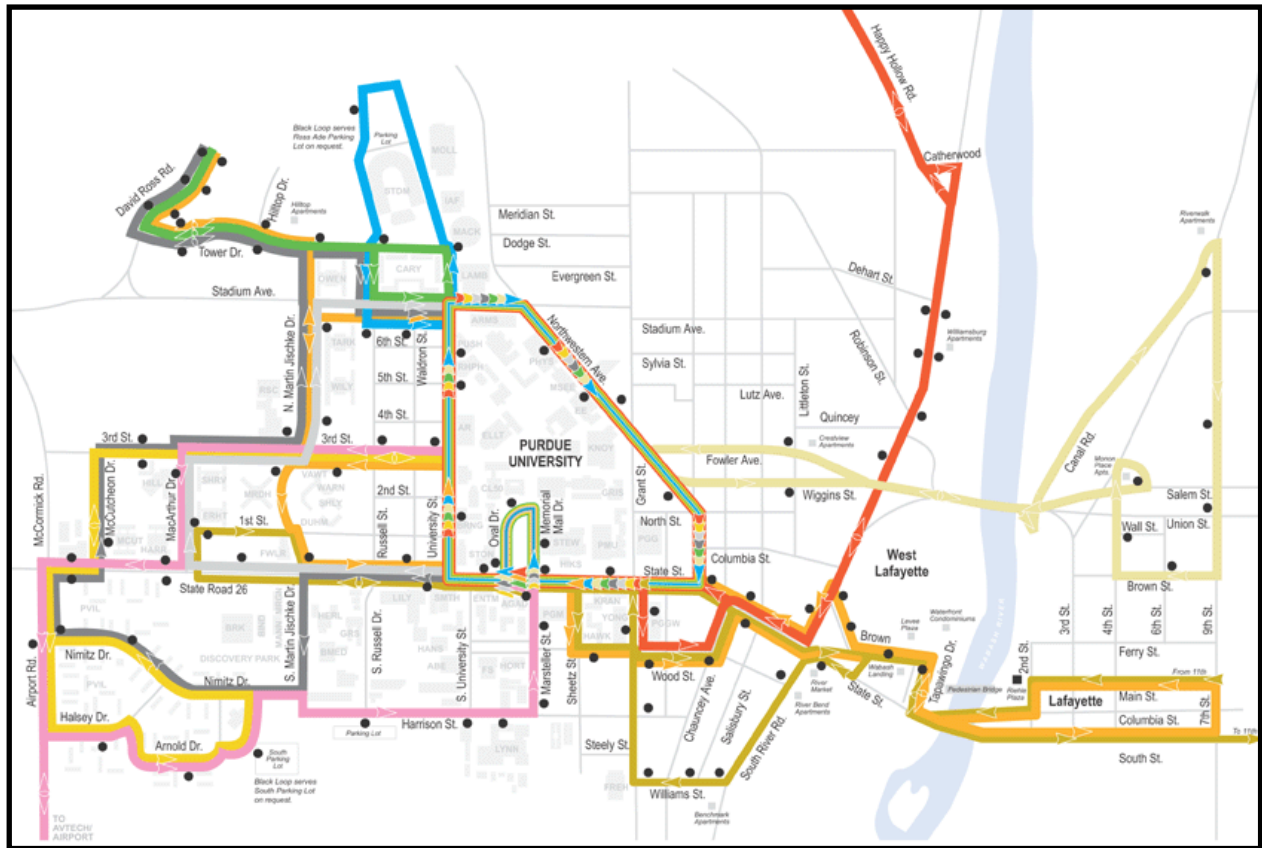
The Campus Loop system operates during the fall and spring Purdue sessions. Many of the routes operate Monday through Friday. Service begins around seven in the morning.

Figure 1  
CityBus Fixed Routes



Map courtesy of CityBus

**Figure 2**  
**Campus Loop Map**



Map courtesy of CityBus

Several of the routes operate till six in the evening (Silver Loop, Bronze Loop, Rose Ade, and South Campus). However two routes run till midnight (Gold Loop, and Tower Acres). Two campus routes, Black Loop and Night Rider, only operate on Saturday and Sunday. They only operate during the evening hours.

#### **ACCESS Paratransit Service**

CityBus also provides complimentary paratransit service known as ACCESS. This service provides services for people who cannot use fixed route buses due to disabilities. The service operates the same hours and destinations served by fixed route buses and provides curb-to-curb service to any location within  $\frac{3}{4}$  mile of a fixed route.

#### **Supplemental Routes:**

##### **Trolley**

Everybody rides free! The trolley travels through Lafayette's downtown, West Lafayette's Wabash Land, and part of Purdue Campus. Destinations include hotels, restaurants, shops, cultural, arts and entertainment venues in downtown Lafayette-West Lafayette and at Purdue University. The free Trolley operates Monday through Saturday.

## ***Express Train (to College Station)***

This route provides services between College Station (an apartment complex located just off of US 52 just east of Morehouse Road) to Purdue University. This is an express route with stops only at College Station and designated CityBus stops around the Purdue campus.

## ***Purdue Football Trolley***

CityBus provides supplemental service on the Wabash Trolley Line on football Saturdays in September, October and November. Additional vehicles operate on the Wabash Trolley Line and serve downtown parking for two hours before and after the game. The route deviates to serve a stop at Third and University (the Lawson building).

## ***YMCA***

CityBus provides supplemental transportation on weekdays between local schools and the YMCA. Buses operate on fixed routes and schedules that are open to the public with fares funded by the YMCA.

## **Not-for-Profit Transportation Providers**

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### ***Tippecanoe County Council on Aging***

The Tippecanoe County Council on Aging, Inc. (TCCA) is a private, not for profit, organization serving persons aged 60 and older. Programs offered include the senior center, care-a-van service, senior housing assistance repair program, and the cooperative transportation program (CSP).

Their mission is to provide facilities, programs and services for and with active older adults to assist them in finding the highest quality of life that includes good health, social interaction with others of all ages, access to needed goods and services, and a safe living environment that encourages and increases their independence in their community.

The car-a-van service is a specialized “door through door” assisted transportation system that serves seniors 60 and older and disabled citizens of all ages throughout Tippecanoe County. It provides transport to medical appointments, pharmacies, congregate meals sites, community centers, grocery stores, Senior Center and social service agencies through the use of lift-equipped vans. All appointments are set Monday through Friday between 9am and 3 p.m. For senior’s age 60 and older and/or disabled, who live within Tippecanoe County, there is no fee. Donations of \$2.00 to \$3.00 for each one way trip are encouraged. Medicaid is also accepted.

The Cooperative Transportation Program (CTP) provides transportation for United Way agencies through a centralized transportation system. CTP will transportation United Way agency employees and/or participants to agency programs and functions. The service is available seven days a week from 8 am to midnight depending upon availability of vans

and drivers. The County Council on Aging supplies the van, gas and driver. Scheduling is based on a first come, first served basis. Participating agencies are encouraged to schedule at least a week in advance.

Service Area: Tippecanoe County  
Vehicle Fleet: Five vehicles. (Four are lift equipped)  
Operation Time: Mostly Monday through Friday from 8 to 5

## ***Area IV Council on Aging***

The agency is a not-for-profit organization committed to providing a better quality of life for elderly, disables and disadvantaged citizens of all ages living in the counties of Benton, Carroll, Clinton, Fountain, Montgomery, Tippecanoe, Warren and White. Our best services are those that empower people to discover their own strengths, their own talents and their own solutions.

The agency has the responsibility to advocate for services that respond to the needs of the most frail, vulnerable elderly, disables individuals and disadvantaged persons of all ages who are economically deprived, whether they be individuals or member of a particular group or segment of society. Through a coordinated system of service and cooperative effort with public, private and voluntary organizations, effective use of all available recourses can be accomplished to meet the needs of these people.

*Community Transportation.* Through a partnership with six town councils, volunteers provide affordable, cost effective, public transportation to persons living in Benton County (HOPE Transit), Boswell (Boswell Area Transit Van), Brookston (Brookston & Chalmers Community Van), Clarks Hill (The Friendship Express), Hillsboro (Reach Out Community Van), Rossville (Rossville Area Transit), Waveland (Omni Express) and immediate surrounding areas. Lift vans are available.

Serving Clarks Hill, the Friendship Express serves the towns of Clarks Hill, Stockwell, Romney or anywhere within Lauramie Township in rural Tippecanoe County. The service is based out of Clarks Hill. Service is provided to Frankfort and Lafayette. The service is available for persons who are 60 and older, or persons with mobility impairments and eligible Medicaid recipients. The service also transports the general public. Service is available for any day and any time but is limited by driver availability. They have one raised roof lift equipped van.

Service Area: Lafayette and Frankfort  
Vehicle Fleet: One lift equipped vehicle.  
Operation Time: Twenty hours a day, seven days.

## ***Community & Family Resource Center***

The Centers mission is to offer services that improve the quality of life of individuals, families and children. This is accomplished through a large number of services and programs provided. At the Southside Community Center, programs provided include youth development programs, Hispanic outreach and food pantry, child abuse prevention, and family preservation programs. At the Counseling Center, therapists assist clients recover from the wounds of childhood traumas. Other programs include parental stress programs, parent mediators, and individual and group therapy. The Head Start/Early Head Start Center gives preschool-aged children of low-income families the support to meet the children's emotional, social, educational health and nutritional needs.

The Center provides transportation services to mainly children in the Head Start and Early Start programs. They also provide transportation services for camp.

Service Area: Mainly Lafayette and West Lafayette area  
Vehicle Fleet: Five 24 mini-buses and one full size 66 passenger school bus.  
Operation Time: Mainly Monday through Thursday, and for camp.

## ***Hanna Center***

The mission of Hanna Community Council, which preserves the heritage of Lafayette's black community, is to provide a gathering place, celebrate cultural differences, and provide social services that improve the quality of life.

The Center provides a number of programs including senior activities, senior meals, tax assistance, after-school programs for children from five to twelve, summer food service program for children, mentors, tutoring services, senior/disabled home care, food pantry, job search and development services.

The Center provides transportation services to mainly seniors, students, and low-income persons. Most of the transportation services involve the youth. They also provide transportation services for home care seniors.

Service Area: Mainly Lafayette  
Vehicle Fleet: One 15 passenger van.  
Operation Time: Mainly Monday through Friday, during the day and after school.

## ***Lyn Treece Boys and Girls Club***

The mission of the boys and girls club is to inspire and enable all young people, especially those from disadvantaged circumstances, to realize their full potential as productive, responsible, and caring citizens.

The organization provides developmental and recreational programs and opportunities for boys and girls with special emphasis on disadvantaged youth. Activities and programs for after-school or during the day in the summer include sports, social events, cultural enrichment, leadership development and academic tutoring.



The Club transports children from school to the facilities Monday through Friday. No fare is collected. Transport roughly 80 to 90 trips during the peak times.

Service Area: Lafayette  
Vehicle Fleet: Two 15 passenger van.  
Operation Time: Monday through Friday.

### ***Mental Health America of Tippecanoe County, Inc.***

The Mental Health America, MHA, is one of 340 affiliates of the National Mental Health America working to improve the mental health of all Americans. MHA provides public education, information and referrals, support groups, rehabilitation services, socialization and housing services to those confronting mental health challenges and their loved ones.

The association provides information and referrals, educational programs, support groups, mentoring programs, supportive housing, the homeless shelter, and is our community's resource for mental health information.

They also provide basic services including food, shelter, clothing, and case management.

The MHA does not currently provide transportation services. They do rely on the County Council on Aging for any transportation services.

### ***New Directions, Inc. – Closed January 1, 2008***

New Directions, Inc. provides quality addiction treatment services to the Greater Lafayette Community and to many Indiana residents. Their goal is to help those in search of sobriety by providing quality addiction care services to individuals and families.

The organization does provide transportation services but only for its residents. The service is within Tippecanoe County and occurs everyday and at anytime.

Service Area: Tippecanoe County  
Vehicle Fleet: One fourteen passenger bus, one 7 passenger van, and one five passenger van.  
Operation Time: Any day of the week.

### ***Red Cross***

The American Red Cross provides relief to victims of disasters and help people prevent, prepare for and respond to emergencies. The Tippecanoe County Chapter trains relief workers to help the community in a time of need. Services are also provided for many uncontrollable disaster such as single family fires, natural disasters and toxic chemical spills. The Red Cross provides direct financial assistance for victims to replace basic human needs in emergency situations. Support is also provided to emergency personnel responding to disasters. Some of the programs offered include water safety, health and safety training, baby sitting training, and scrubby bear.

The Red Cross does provide transportation services for residents of Tippecanoe County to out-of-town medical appointment in Indianapolis, Marion, around the State, and Danville Illinois. The transportation program originated to carry military veterans to medical appointments as area veterans administration medical facilities. Service was later expanded to include the general public.

Service Area: Local client pick up for out-of-town trips.  
Vehicle Fleet: One 7 passenger van.  
Operation Time: Monday through Friday.

### ***Girl Scouts of Central Indiana***

Girl Scouts of Central Indiana is dedicated to build the character and skills of girls for success in the real world. In partnership with committed adult volunteers, girls develop qualities that will serve them like leadership, strong values, social conscience, and conviction about their own potential and self-worth.

The Girl Scouts do not provide transportation services.

### ***Salvation Army***

The Salvation Army has had a presence in Tippecanoe County since 1897 and operates social service assistance programs including a family emergency shelter, along with character building, religious activities and summer camps for all ages in addition to seasonal events.

The Salvation Army does provide transportation services, but its client specific. Services are mostly to group activities such as camp. Transportation is also provided to bell ringers over a six week period. On rare occasions, the vans are used for emergency transportation.

Service Area: Lafayette/West Lafayette  
Vehicle Fleet: Two 7 passenger van.  
Operation Time: Depends on Season and type of Trip.

### ***Tippecanoe County Child Care, Inc.***

The Tippecanoe County Child Care, or TCCC, mission is to provide resource assistance and child care services which allow both quality care for children and affordable prices for working parents. The TCCC operates five child care centers in Lafayette and West Lafayette. Before and after school programs at Miller Elementary and Earhart Elementary are also offered. Another programmed offered is ConneXions. The program provides resources and referral services supporting parents in search of child care and to childcare providers who need professional support and technical assistance.

The TCCC does not provide transportation services. They do rely on CityBus for the services they need.

## **Wabash Center**

The Wabash Center provides services needed for people with disabilities to reach their full potential. To meet that mission, they offer a variety of programs including adult day services, assisted living services, EmployAbilities, Greenbush Industries, and Kids Connection. The adult day services provide a comprehensive program to help adults with disabilities with learning, educational and pre-vocational skills. The assisted living services assist people through supported living, group homes and in-home services. EmployAbilities match employees with employers to provide long-term placement for people with disabilities. Greenbush Industries employ a workforce of adults with disabilities. The industries offer commercial subcontracting service to business and industries statewide. Kids Connection provides early childhood education and quality care.

The Wabash Center provides a extensive transportation services to participating individuals. Depending upon the program, the services operate at any time of the day and during at day of the week. The type of trips vary include transportation children who participate in Kids Connection on field trips and outings to transporting other participants from house to work, grocery shopping, doctor appointments, and outings.

Service Area:           Tippecanoe County  
Vehicle Fleet:       Twenty 12 and 15 passenger vans.  
Operation Time:      Twenty-four hours a day, seven days a week.

## **YMCA**

The YMCA Is a non-profit-community service organization whose mission is to build strong kids, strong families, and strong communities by offering programs that develop a healthy spirit, mind, and body. Centered on our core values of caring, honesty, respect, and responsibility, the YMCA is an organization that practices inclusion for all ages, incomes abilities, races, religion, ethnicities, and genders. The YMCA strives to identify and assess the needs of its community in an effort to provide programs that address identified gaps in services for kids and families.

The YMCA provides transportation services to program participants and not to the general public. Transportation includes taking teens to various locations, transportation seniors, transporting children from school to the YMCA and to Camp Treece.

Service Area:           Both Cities, and a portion of Tippecanoe County  
Vehicle Fleet:       One 22 passenger minibus and three 14 passenger minibuses.  
Operation Time:      Monday through Friday, 7 a.m. to 4 or 5:30 p.m.

## **YWCA**

The YWCA mission is to eliminate racism and empower women. The YWCA provides safe places for women and girls, build strong women leaders, and advocate women's rights and civil rights. They strive to enrich the lives of women and their families and to foster a community that celebrates the rich diversity of its members.

The YWCA offers a wide-range of programs. Several of the programs focus on domestic violence, intervention and prevention. Other programs focus on exercise and health including aquatics and screenings. Several programs involve job training and career counseling. Education programs are also offered including baby wellness and early childhood. There are also programs available for youth and teens.

The organization does provide transportation services. It is client specific and not open to the general public. Trips purposes include domestic violence and cancer treatment for women. The YWCA also provides CityBus tokens to its clients.

Service Area: Ranges from a six county area to a 23 county area.  
Vehicle Fleet: One 9 passenger van.  
Operation Time: Available twenty fours hours, seven days of the week.

### ***American Cancer Society***

The American Cancer Society, ACS, is the nationwide community-based voluntary health organization dedicated to eliminating cancer as a major health problem by preventing cancer, saving lives and diminishing suffering from cancer, through research, education, advocacy, and service. The ACS has more than 3,400 local offices.

The American Red Cross does provide very limited transportation services for its Road to Recovery program. However the transportation provided is volunteer based. It relies solely on the volunteers' donation of time, vehicle, fuel and insurance.

Service Area: Tippecanoe County  
Vehicle Fleet: None – Dependent on volunteer driver  
Operation Time: Dependent on volunteer driver.

### ***Lafayette Urban Ministry***

The Lafayette urban ministry is a non-profit organization which provides assistance and relief to Lafayette's needy children and families. For over 30 years, LUM has worked to provide hope and self-respect to low-income people in the Greater Lafayette area. The organization plays an active role in challenging social injustices and improving the quality of life for the poor.

LUM programs serve the needs of children, families, and others in the community throughout the year. Some of the programs offered include: after school, summer camp, financial assistance, food pantry, homeless shelter, legislative advocacy, Christmas jubilee, legislative advocacy, RESPECT program for teen girls, community thanksgiving dinner and tax filing assistance.

The organization does provide transportation services, but it is client specific and not open to the general public. Transportation is provided to children transporting them from school to the after school program.

Service Area: Lafayette School Corporation  
Vehicle Fleet: Two 15 passenger vans  
Operation Time: After school during the week.

## ***Veterans Services***

The Veterans Services Office assists veterans in obtaining federal and state VA benefits including compensation, medical, pension and education. Other services provided include burial costs, paid education for children, license plates and tax deductions. The office also plays an integral part in organizing ceremonies on Memorial Day, Veteran's Day, and Pearl Harbor Day.

The Office does provide van services for veterans who need transportation to either the Indianapolis or Danville Veterans Medical Centers.

Service Area: Tippecanoe County to Indianapolis and Danville, Illinois  
Vehicle Fleet: One 7 passenger van.  
Operation Time: One trip per day; Monday and Tuesday to Indianapolis, and Wednesday and Thursday to Danville.

## ***Indiana Veterans Home***

The Veterans' Home is a licensed long-term care facility (nursing home) operated by the Indiana State Department of Health and not by the Veterans Benefits Administration. The Veterans Benefits Administration does provide substantial grant funding and hospital service for the Indiana Veteran's Home. The Home provides modern comprehensive health care, residential (assisted) care, and independent living/residential services. In addition, it offers physical and occupational therapy, speech pathology and audiology, and limited hours of medical consultants in areas like pulmonology, immunology, rehabilitation medicine, infections disease, and internal medicine. It also provides nursing, social, dietary and other important services.

Service Area: Tippecanoe County, Indianapolis and Danville Illinois  
Vehicle Fleet: Three 15 passenger vans and two full size buses  
Operation Time: Available twenty four hours, seven days of the week.

## ***Trinity Mission***

Trinity Mission serves the less fortunate people in the community. The facility offers temporary housing while clients become self-sufficient. Residents are offered life skill counseling. The Mission's programs include a program and support groups that assist men and women struggling with alcohol and drug addictions.

Trinity Mission does provide transportation services, but its client specific.

Service Area: Sixteen Counties including Tippecanoe County  
Vehicle Fleet: One passenger van.  
Operation Time: Twenty-four hours a day, seven days a week.

## **Assisted Living Facilities**

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There are approximately a half dozen assisted living facilities and retirement homes in Tippecanoe County who provide transportation services. Services are not available to the general public and limited to only the residents. They facilities are:

Greentree Assisted Living  
Regency Place  
Rosewalk Commons  
University Place

Westminister Village  
Tippecanoe Villa

## **Private For-Profit Providers**

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A number of businesses in the Tippecanoe County provide transportation services. Services vary. Do have taxi and limousine service. Also have services addressing larger groups with vans and buses.

### ***Taxi Service:***

Lafayette, West Lafayette and Tippecanoe County currently has two taxicab services: City Cab and Four Star Taxi. Both taxi companies provide 24 services within the area. As a 24-hour service, taxis may be the only source of transportation for employees on second and third shifts.

### ***Limousine Services:***

Classic Limo and Chauffeur  
Luxury Limousine Service

### ***Charter and Limousine Services:***

#### Lafayette Limo

Lafayette Limo provides shuttle service between Lafayette/West Lafayette to the Indianapolis airport. The shuttle has five pick up locations within the community and travels to Indianapolis nine times each day.

Lafayette Limo also provides bus charter service to anywhere in the continental United States and Canada.

#### Imperial Travel

Imperial Travel is a full-service travel company providing a variety of transportation services. Services range from out-of-town tours, bus charters, to limousines. Imperial has been serving travel needs since 1974.

#### Express Air Coach

Express Air Coach provides ground shuttle service between Purdue University Airport and Chicago's O'Hare airport.

***Ambulance Services:***

Star Ambulance

Ameri Care Ambulance Service

***Intercity Bus Transportation:***

Greyhound Bus Lines

## 4. Assessment of Transportation Needs

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Transportation needs vary. Community-wide needs maybe quite different than the specific needs of individuals - especially those who have disabilities, limited income, or older adults. Assessing both of those needs followed a two step analysis. First, a community-wide demographic analysis paints a geographical picture of all three targeted populations. Then, comments, discussion, and observations from participants during the public and forum meetings identified specific needs.

### Demographic Assessment

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The Area Plan Commission tapped into various sources of demographic data to develop the following maps and analysis. We mainly drew upon the U.S. Census Bureau; specifically 2000 Census data. The Census provided demographic data used in analyzing the elderly and disabled populations. A suite of additional sources helped aid in examining low-income populations. We drew upon the US Department of Urban and Housing Development. They provided a valuable comparison to median income not only for individuals but also for households. We also tapped the Lafayette Housing Authority. Together, their combination allowed the following analysis.

Regarding employment, one part of the transportation equation is knowing where persons with low-income live. This is the starting point of their journey. Another part of the equation is knowing where the jobs are located, or their destination. We tapped the employment demographic data from the 2030 Transportation Plan to answer the second part of the equation. The demographic data is located geographically throughout the county by special areas we call traffic zones. The data is also subdivided into two sub-categories: retail and non-retail jobs. While the employment data is current through 2003, staff reassessed the community and pointed out new employment areas.

### Communitywide Demographics for Tippecanoe County

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The population of Tippecanoe County in 2000 was 148,955 persons, which is a 14.1% growth over the 1990 Census. In 1990, our population was 130,598 persons. We estimated that in 2003, the County population grew to 154,848 persons. The most current population estimate, from the Indiana Business Research Center, was 156,169 in 2006.

Another important demographic piece of information is the number of homes or dwelling units. The 2030 Transportation Plan provided this information and its source was from the 2003/04 Land Use Survey. The survey counted 63,816 homes in the County. Of that numbers, 60,465 were occupied. The remaining 3,351, or 5.3%, of the homes were vacant.

Employment, specifically the total number of jobs in the County, came from the Bureau of Economic Analysis, BEA, US Department of Commerce (Table CA25). In 2005 there were 97,920 jobs in Tippecanoe County. According to the BEA, manufacturing accounted for



14,951 jobs. Another large employment sector was government and government enterprises. This sector employed 21,860 jobs. Over 11,000 jobs were reported working in the retail sector.

## Low-Income

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The JARC program assists welfare recipients and low-income individuals. Due to the difficulty of obtaining welfare recipient data, the APC tapped into various resources for the assessment. The data came from the Census, US Department of Housing and Urban Development, Lafayette Housing Authority, Purdue University and in-house data.

### ***Poverty and the Working Poor***

Poverty exists at various levels. Whether persons or households earn substantially less, just under, or slightly more than the poverty level, their struggles still exist. The following maps and analysis provide a snap shot showing their geographical distribution throughout the community. They show their distribution from various perspectives.

The first map, **Figure 3**, comes directly from the 2000 Census. It shows persons who are in poverty. The Census identified 20,567 persons in Tippecanoe who are living in poverty. That is approximately fifteen percent (15.4%) of the population. When compared to the national percentage, Tippecanoe County has a slightly larger percentage of persons in poverty. The national percentage was 12.4%. Persons living in institutions, military group quarters, or college dormitories are not included.

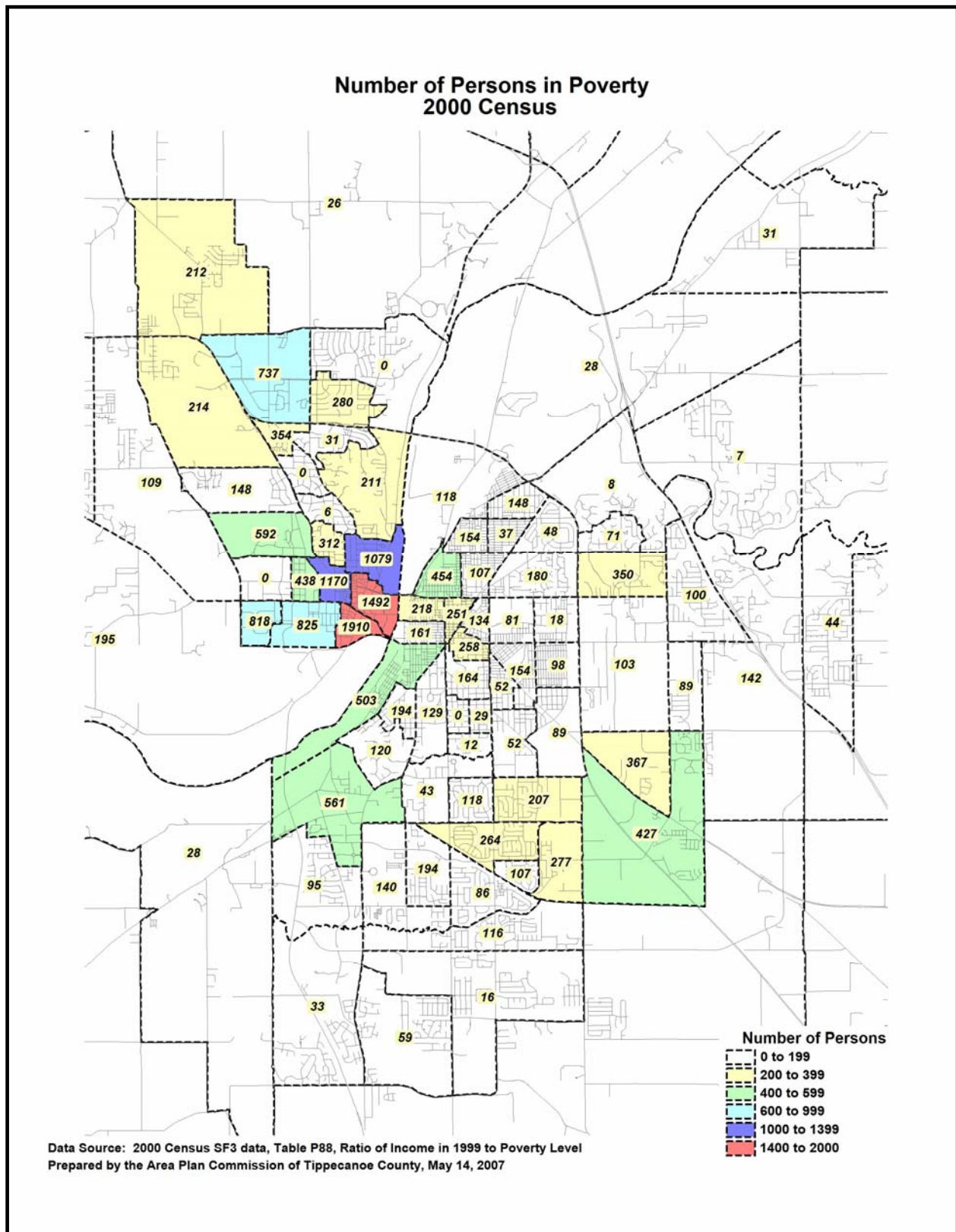
**Figure 3** shows the geographical distribution over the County's urbanized area. There are four census block groups that contain over 1,000 persons in poverty. They are located just east of the Purdue campus. Looking at those blocks that had more than 600 persons but less than 1,000, two of them were located on the Purdue campus. This geographical concentration suggests that they may be comprised of mostly students living off campus.

The largest concentration of persons who are at or below poverty living off campus is the area located in West Lafayette north and east of US 52 and west of Salisbury Street. This block groups also contains several student apartment complexes.

Still of significance, there are four census block groups in Lafayette that individually had over 400 persons in poverty. The figure shows them located north of downtown, south of downtown and along Wabash Avenue, the Elston area, and the area southeast of Lafayette around Creasy Lane, US 52 and SR 38.

In the previous comparison, we looked at persons whose earnings are either at or below poverty. Another comparison is to look at persons who earn just above the poverty level. The Census provides this information for persons up to 124% and 149% above poverty.

### Figure 3



According to the 2000 Census, 4,840 persons earned just enough to be considered above the poverty level. That equates to 3.6% of the County's population. Combining the number of persons who are in poverty with the number who are just above, that group comprises nearly twenty percent (19.0%) of the population.

**Figure 4** shows that the area just north of downtown Lafayette had the largest number of persons whose earnings are just about the poverty level. That area is bounded by Union Street, 14<sup>th</sup> Street, Greenbush and Canal Road. This is strikingly different than the map showing poverty – the largest concentration of persons in poverty was near or on the Purdue Campus.

Five areas in the community had individually over 175 persons who are just above poverty. **Figure 4** shows both a similar and dissimilar picture when compared to the map showing the number of person in poverty. The two areas west of the Wabash River are either on or near the Purdue campus. But to the east of the river, the three areas are somewhat dissimilar. While the Elston area on the poverty map shows a significant number of persons in poverty, the Twyckenham and Glenn Acres areas do not.

The next statistics level for poverty is persons earning up to one and half times above the poverty level. According to the Census, 4.7% of the County's population falls into that group. In other words, 5,820 persons earned between one and a quarter to one and a half times more than the poverty level.

If we combined the number of persons who are in poverty with the number of person who earn up to one and a half times more than poverty level, the number may surprise you. Nearly a quarter (23.4%) of the population of Tippecanoe County falls into this category. The Census recorded 31,227 persons who fall into this category.

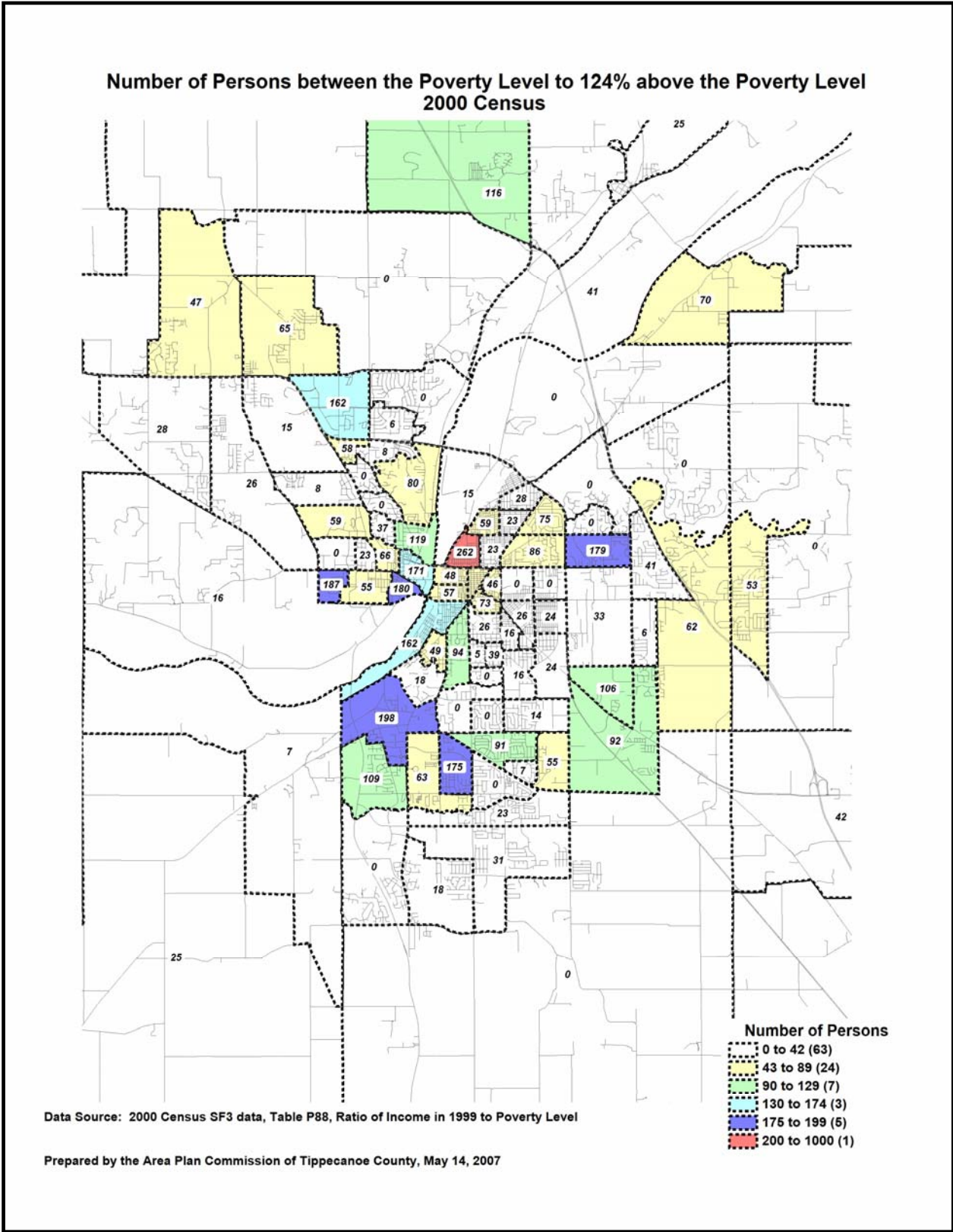
### ***Personal Earnings Below the Median Income***

Another approach used to look at low-income is a comparison to median income. The US Department of Housing and Urban Development calculates median income on a national and county level. The agency also calculates three income levels relative to the median income: moderate, low and very low income. If a person earns less than fifty percent of the median income, they would be considered to be low income. Those persons earning thirty percent or less of the median income fall into the very low income. Moderate income is considered to be eighty percent of the median income

The calculated median income for 2007 for Tippecanoe County is \$57,500. This is slightly lower than the national average of \$59,000.

Looking at very low in-come, there were 17,965 persons living in Tippecanoe County who made thirty percent or less than the median income. Translated into dollars, those persons earned less than \$17,250. Compared to the county's population, that's about 12% of the population.

Figure 4



Geographical, **Figure 5** shows their distribution throughout the County. The three areas with the largest concentrations are located just east of the Purdue Campus. This parallels the Census poverty map. Outside of the Purdue Area, in West Lafayette the largest concentration is north and east of US 52. In Lafayette it is south of downtown, along Wabash Avenue, the Elston area, and between SR 38 and McCarty Lane.

For low income, **Figure 6** shows the geographic distribution of the 33,434 persons. This group represents roughly 22% of the county's population. Once again, the areas having the highest concentrations are located either on or east of the Purdue Campus. Off campus, the geographical distribution slightly changes. The one area north and east of US 52 in West Lafayette continues to show up. East of the river though, the number of areas double. They areas now include the northern portions of downtown, the Glenn Acres area, the Wabash Ave area, the Elston area, and an expanded area around Tippecanoe Mall. Fifty percent of the median income is \$28,750.

The Census calculated there are 58,398 persons who earn 80% the median income or less. That translates to nearly forty percent (39%) of the county's population. Eighty percent of the median income is \$46,000.

The three areas, **Figure 7**, which had the highest concentration are nearly the same as in **Figure 6**. It area north and east of US 52 in West Lafayette jumps up in rank and is now the fourth largest. The areas in Lafayette that had the highest concentration mostly reflect the other maps. However, one new area does appear (the Southlea and Miami subdivisions.)

## **Section 8 Housing**

Another measure of low-income used in this Plan relates to a federal program that is most commonly referred to as Section 8. It is sponsored by the U.S. Department of Housing and Urban Development. In 1974, Congress passed the Housing and Community Development Act. That act amended the U.S. Housing Act of 1937 by creating the Section 8 program.

The Section 8 program references the portion of the U.S. Housing Act in which the program is authorized. It is a housing choice voucher program sponsored by the U.S. Department of Housing and Urban Development. The program is dedicated to sponsoring subsidized housing for low-income families and individuals.

Currently, the two main Section 8 programs are tenant-based vouchers and project-based vouchers. Under the tenant-base program, eligible families with a voucher find and lease a unit in the private sector and pay a portion of the rent. The local housing authority pays the owner the remaining rent, subject to a cap. The housing authority can also chose to project-base up to 35% of its total vouchers, meaning that the vouchers are linked to a particular apartment. Eligible families pay 30% of their income while living in specifically chosen apartment complex.



Figure 5

**Number of Persons Earning 30% Below the Median Income  
Census 2000 Low and Moderate Income Data**

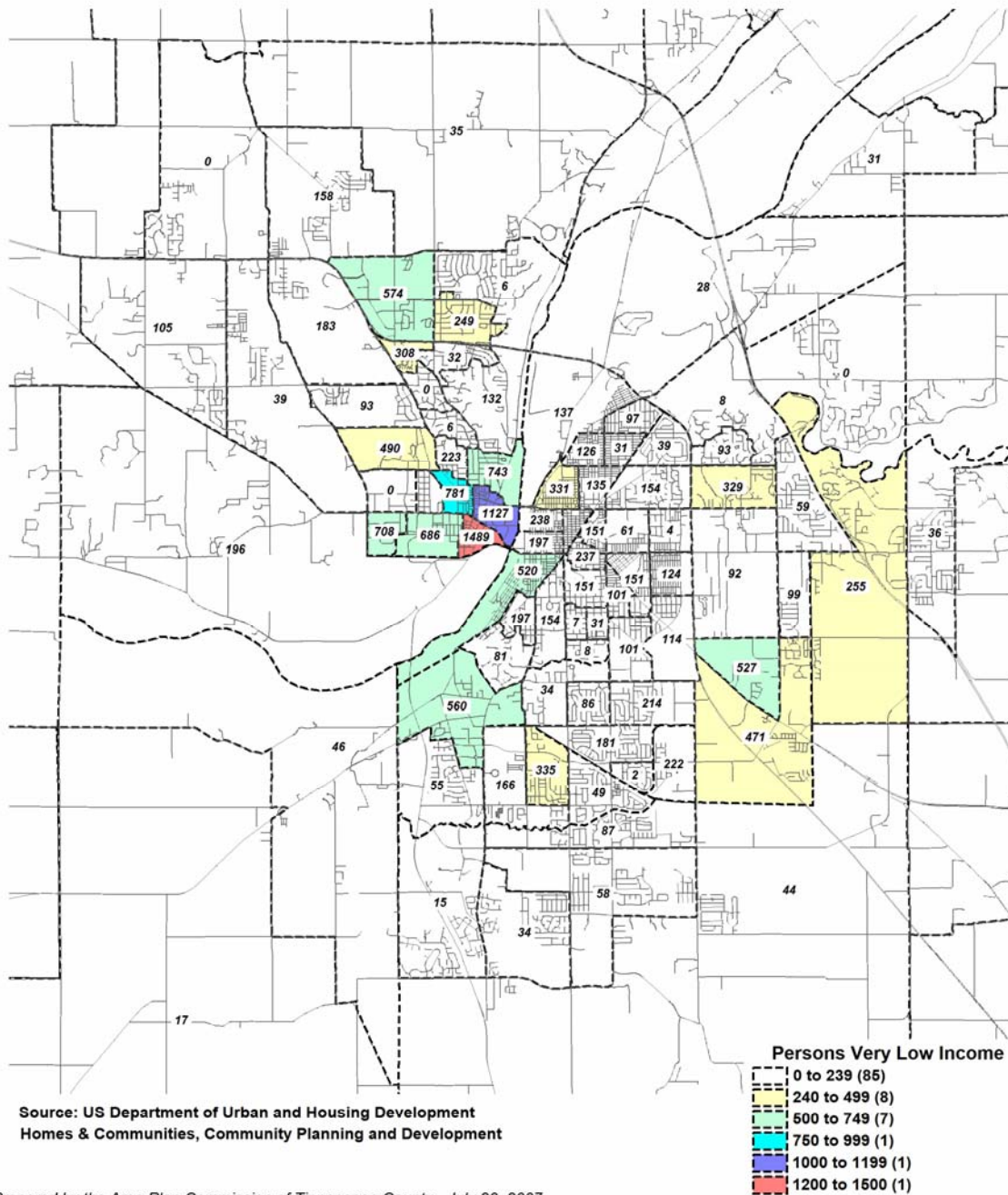


Figure 6

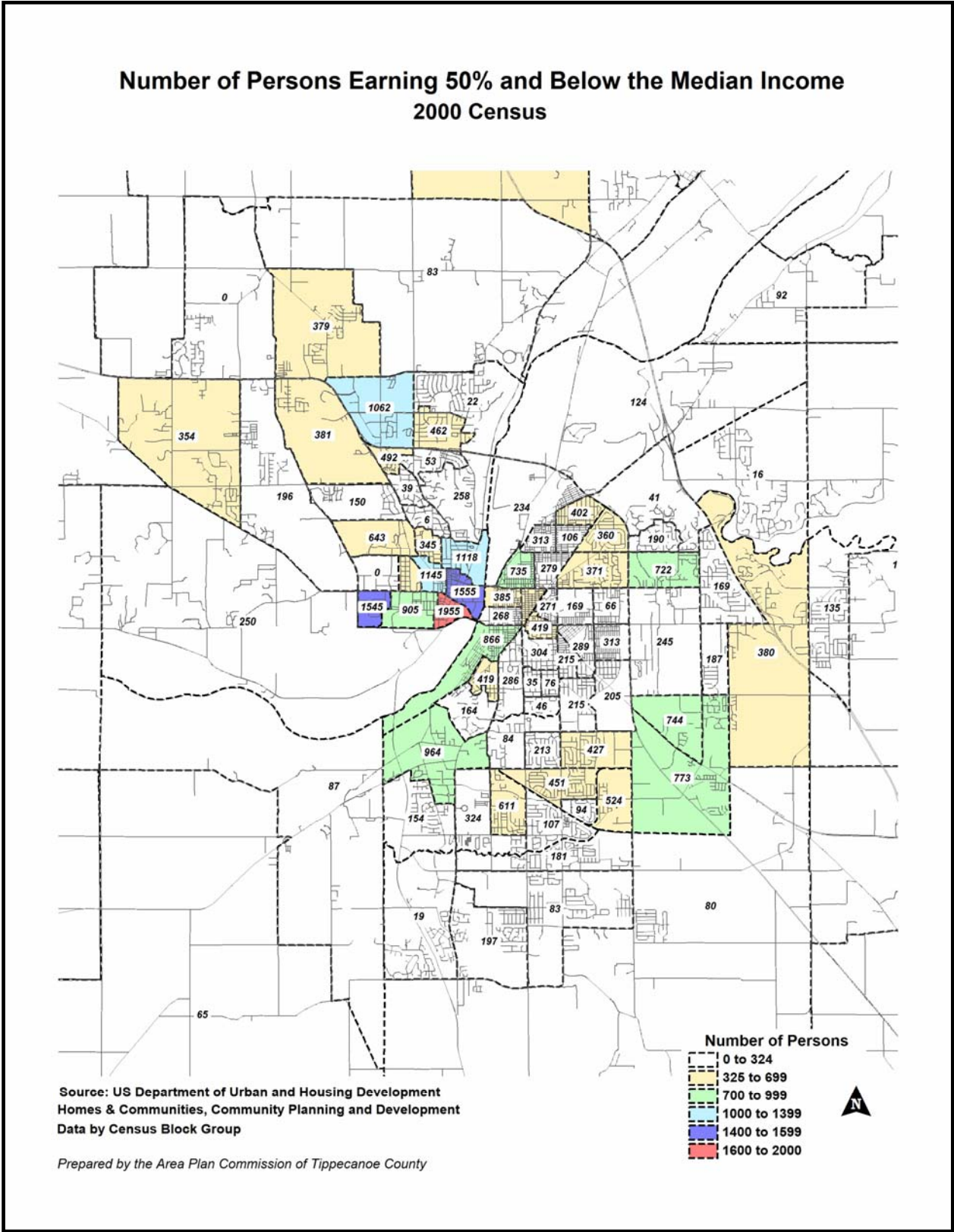
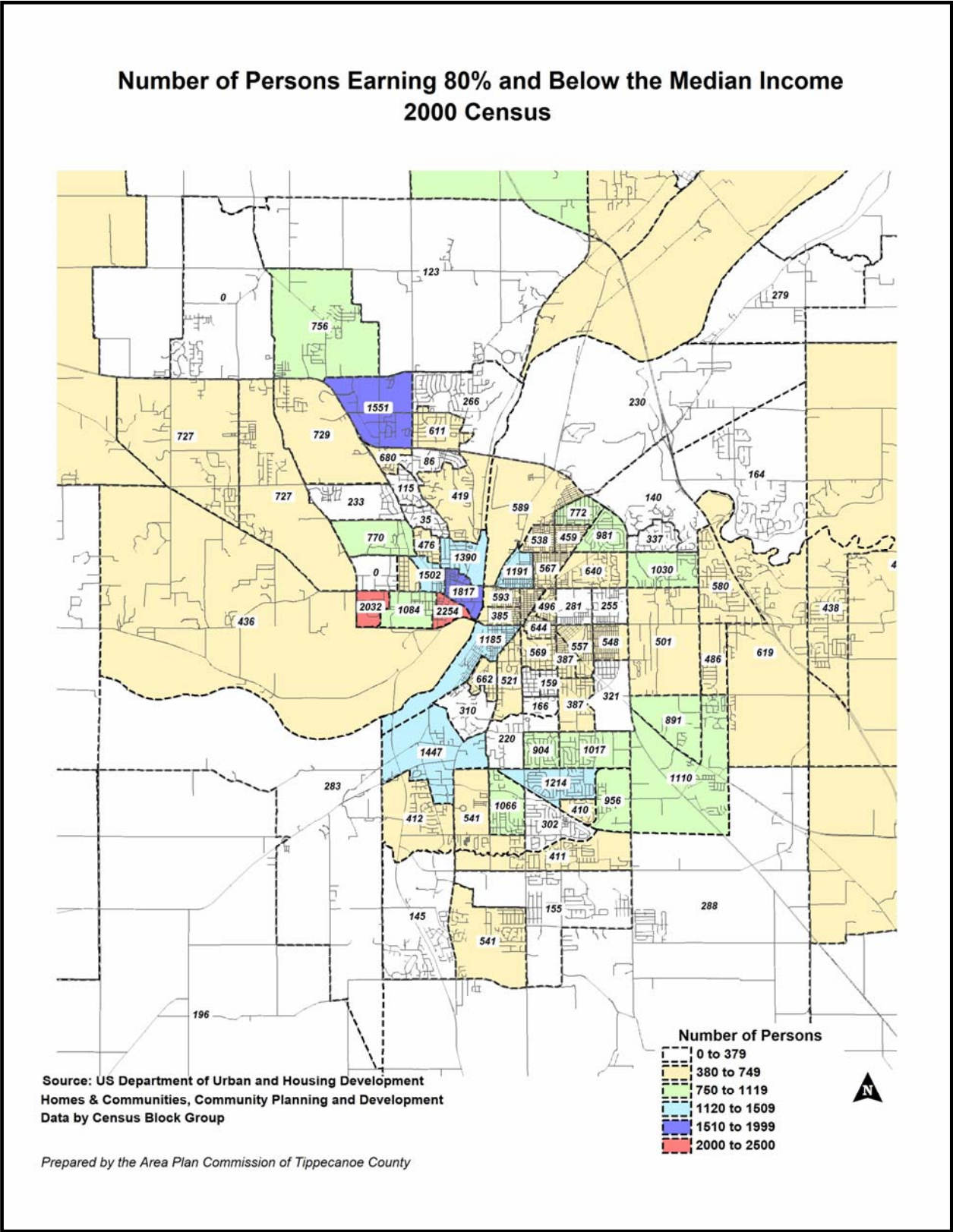


Figure 7





The Lafayette Neighborhood Housing Authority administers the Section 8 program in Tippecanoe County. The following information provided here comes from them. They provided information for both voucher programs. **Figure 8** focuses just on the tenet-based program while **Figure 9** is the project-based.

Looking at **Figure 8**, the two areas having the highest concentration of persons on the tenet-base voucher program are located on the south west side Lafayette in an area bounded by the Norfolk Southern Railroad tracks, the Elliot ditch and the Fairfield township line. The other area is located just north of downtown Lafayette. Of the 1,128 participants, thirty percent of them lived in these two areas. The percentage rises to forty percent by adding the area with the third highest concentration which is located around the Tippecanoe Mall/IV Tech area.

**Figure 9** highlights the geographical distribution of the project-based participants. They live in ten apartment complexes around the community. County View Apartments houses the largest number of participants (318) and Cambridge Estates houses the second largest (268). With the exception of Twyckenham Apartments, all of the other apartment complexes house roughly one hundred or more participants.

Comparing CityBus routes to the location of all participants, **Figure 10**, bus service appears to cover the vast majority of area where participants live. The census block that had the largest number of participants is located on the southwestern portion of Lafayette. CityBus services the northern half of that block, but more especially it serves the two apartment complexes. Service is also extensive in the census block around the mall.

### ***Households Earning Below the Median Income***

Poverty is not limited to just individuals; it also affects households. Similar to the figures showing personal earnings that are below the median income, the follow three maps show household income that are also below the median income. The information also comes from the US Department of Urban and Housing Development, or HUD.

Once again, the agency calculated three income levels relative to the median income: moderate, low, and very low income. The percentages used are also the same. If a household earns less than thirty percent of the median income, they would be considered very low income. Low and moderate incomes are at the fifty and eighty percent levels respectively.

According to the US Department Urban and Housing Development, there were 54,911 households in Tippecanoe County in 2007 earning less than the median income.

HUD reported 8,688 families with an income at or below 30% of the median income level. That's about sixteen percent, 15.8%, of the families. **Figure 11** shows their geographical distribution. The highest concentrations are once again just east of the

Figure 8

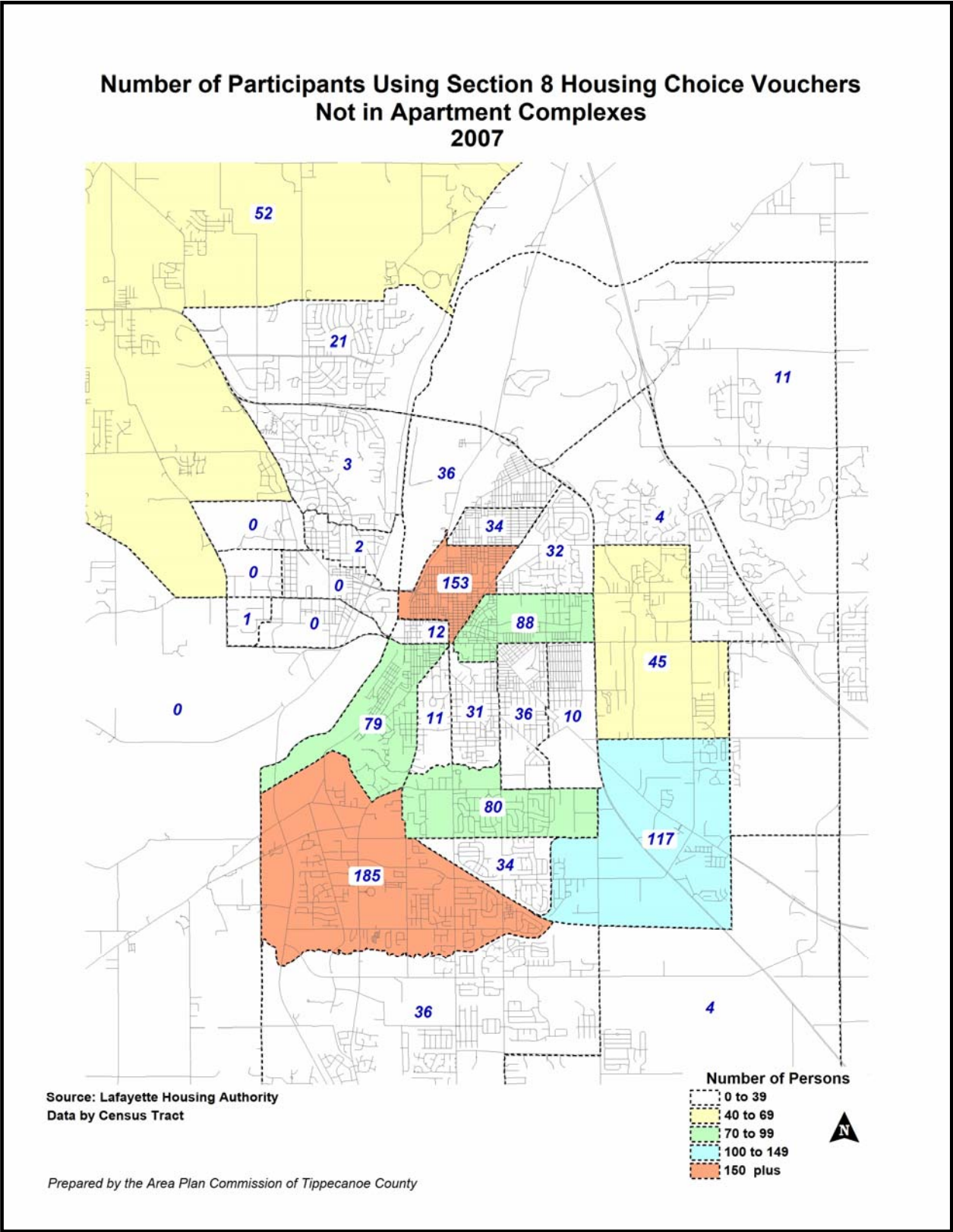


Figure 9

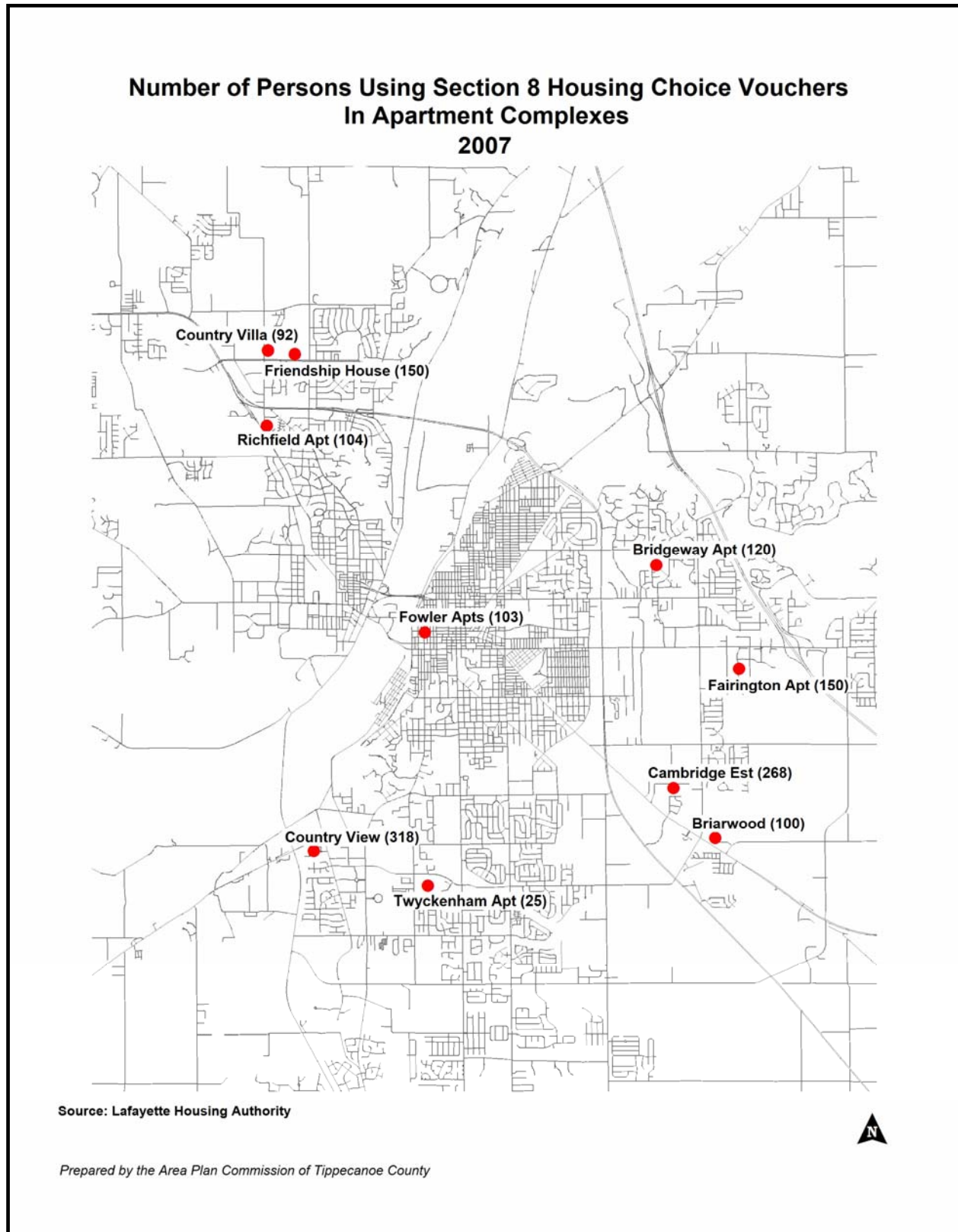
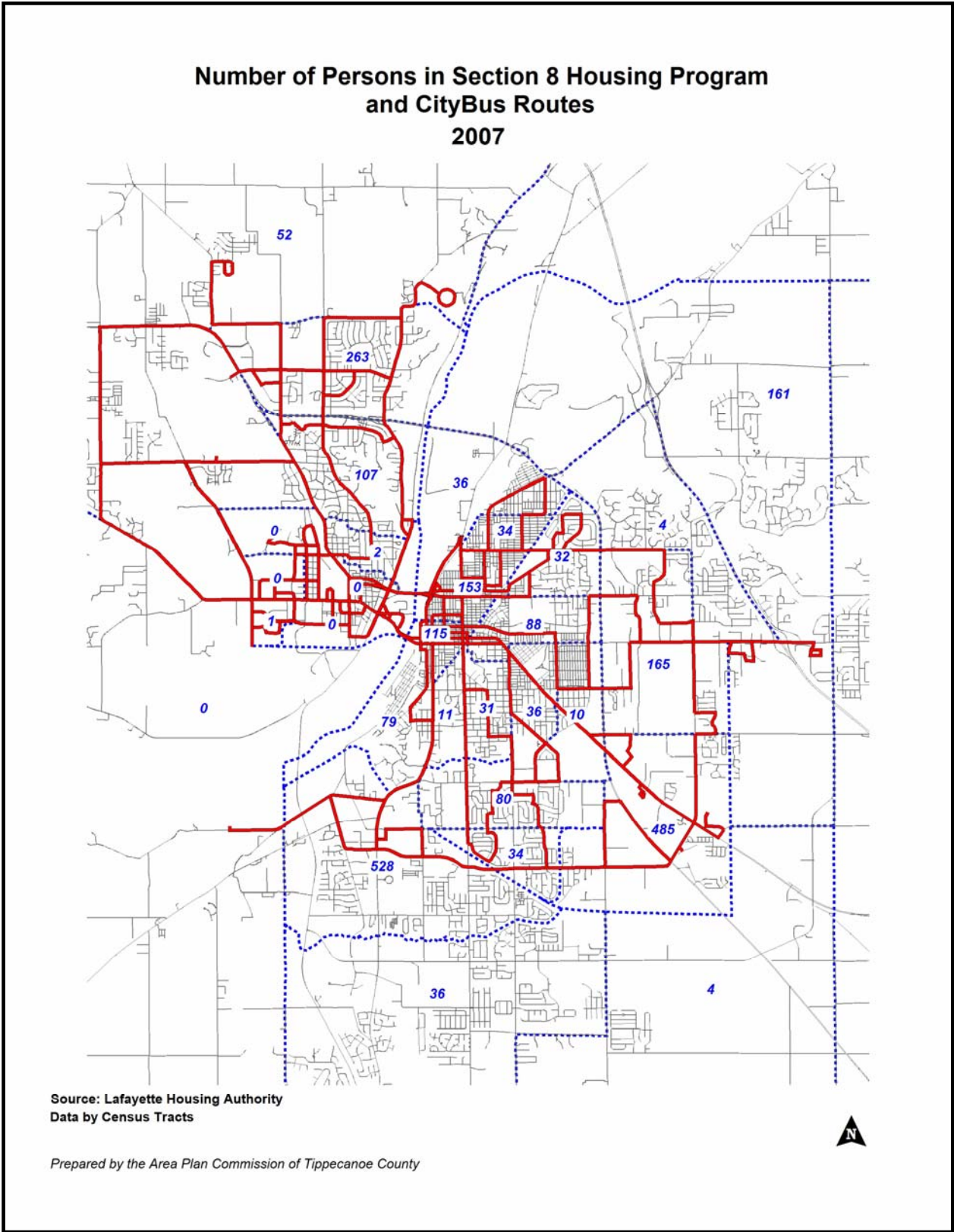


Figure 10





campus in West Lafayette. Still significant, the next two areas are located east of the Purdue campus and on the northern side of West Lafayette. In Lafayette, the areas are around the Tippecanoe Mall and the Elston area.

For low income, or 50% of the median income, **Figure 12** shows the geographical distribution of the 15,933 households. This group represents 29.0% of all the households. Once again, the areas having the highest concentration are located on or east of the Purdue Campus. One area in northern West Lafayette shows up too. In Lafayette, the areas shaded in light green increased and now include the areas just north of downtown, the Wabash Avenue area, and the area just west of Concord Road.

HUD calculated there were 26,815 households earning 80% of the median income or less. That translates to nearly fifty percent (48.8%) of the county's households. **Figure 13** shows the geographical distribution. The areas having the largest concentrations reflect the previous figure. They continue to be the same areas around campus, north of West Lafayette, and approximately the same in Lafayette.

## Employment

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As stated in the program overview, the JARC program is intended to support the development and maintenance of job-access and job-related transportation services for welfare recipients and eligible low-income individuals. In other words, the program targets transporting low-income individuals to their jobs. We have already looked at the geographical distribution of low-income persons and households in the county. The other piece of the puzzle we need to look at is where are the jobs located.

In constructing the 2030 Transportation Plan, APC staff developed a geographic employment data base. The source of the data came from the State of Indiana, the 2003/04 Land Use Survey, the Polk Directory, and the phone book. Employment geography was separated by special geographical areas called traffic zones. Traffic zones are generally larger than census blocks and most often contain similar land uses. The Plan also subdivided the employment data by retail and non-retail employment.

According to the U.S. Department of Labor, Bureau of Economic Analysis, Tippecanoe County had 94,994 jobs in 2003. This included both full and part time jobs. Nearly one fifth of the jobs, 17,758, were retail jobs. The remaining 77,236 were non-retail jobs.

**Figure 14** shows the location of retail employment as of 2003. The largest concentrations are located around Tippecanoe Mall and the SR 26 corridor between US 52 and I-65. Over 8,000 jobs are located in these areas. That's nearly half of all the retail jobs. In Lafayette, other concentrated areas include Market Square, downtown, the Elston area, and Teal Road. In West Lafayette, concentrated areas include the Levee/Chauncey Hill, US 52 corridor, and Purdue West.

Figure 11

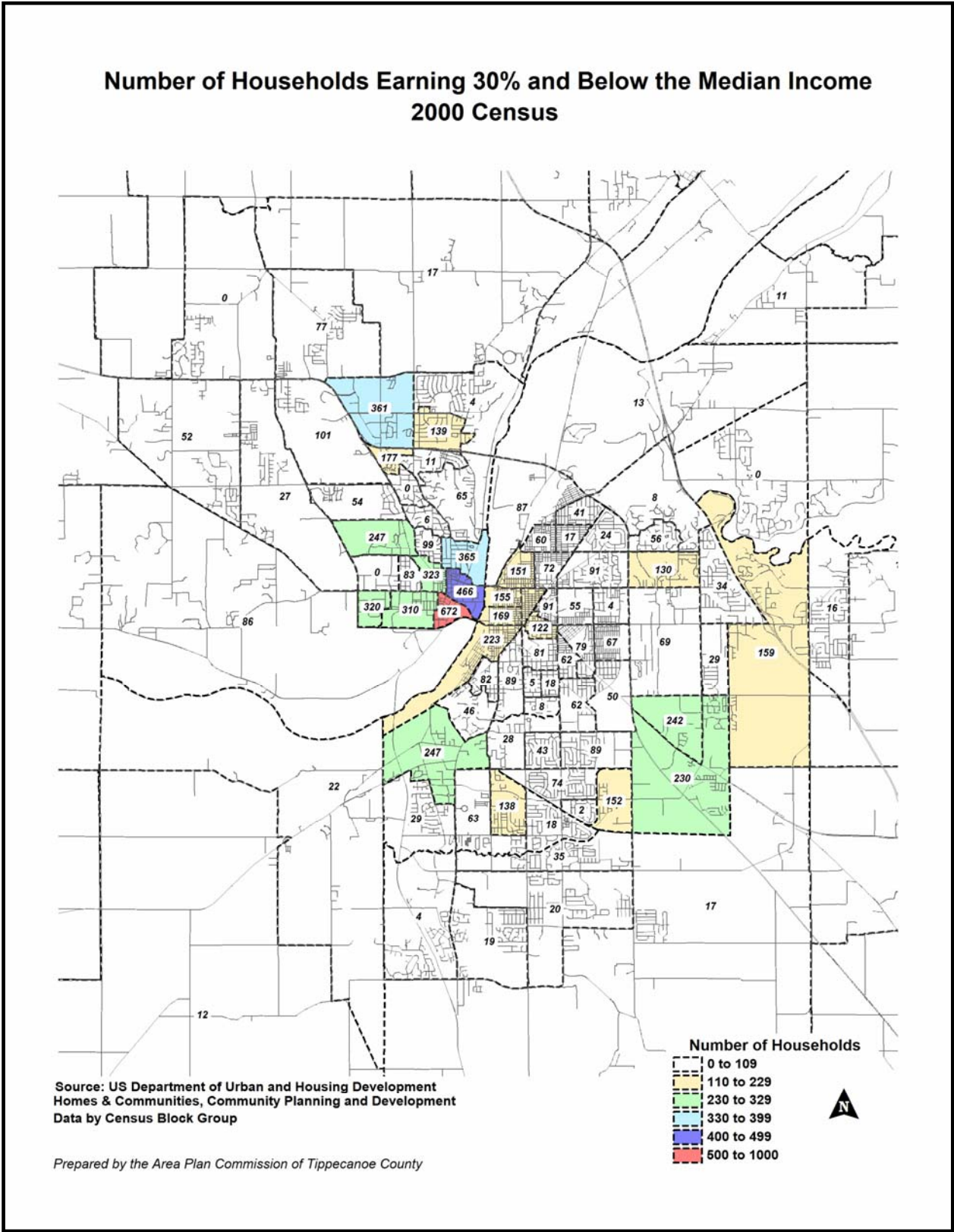


Figure 12

**Number of Households Earning 50% and Below the Median Income  
2000 Census**

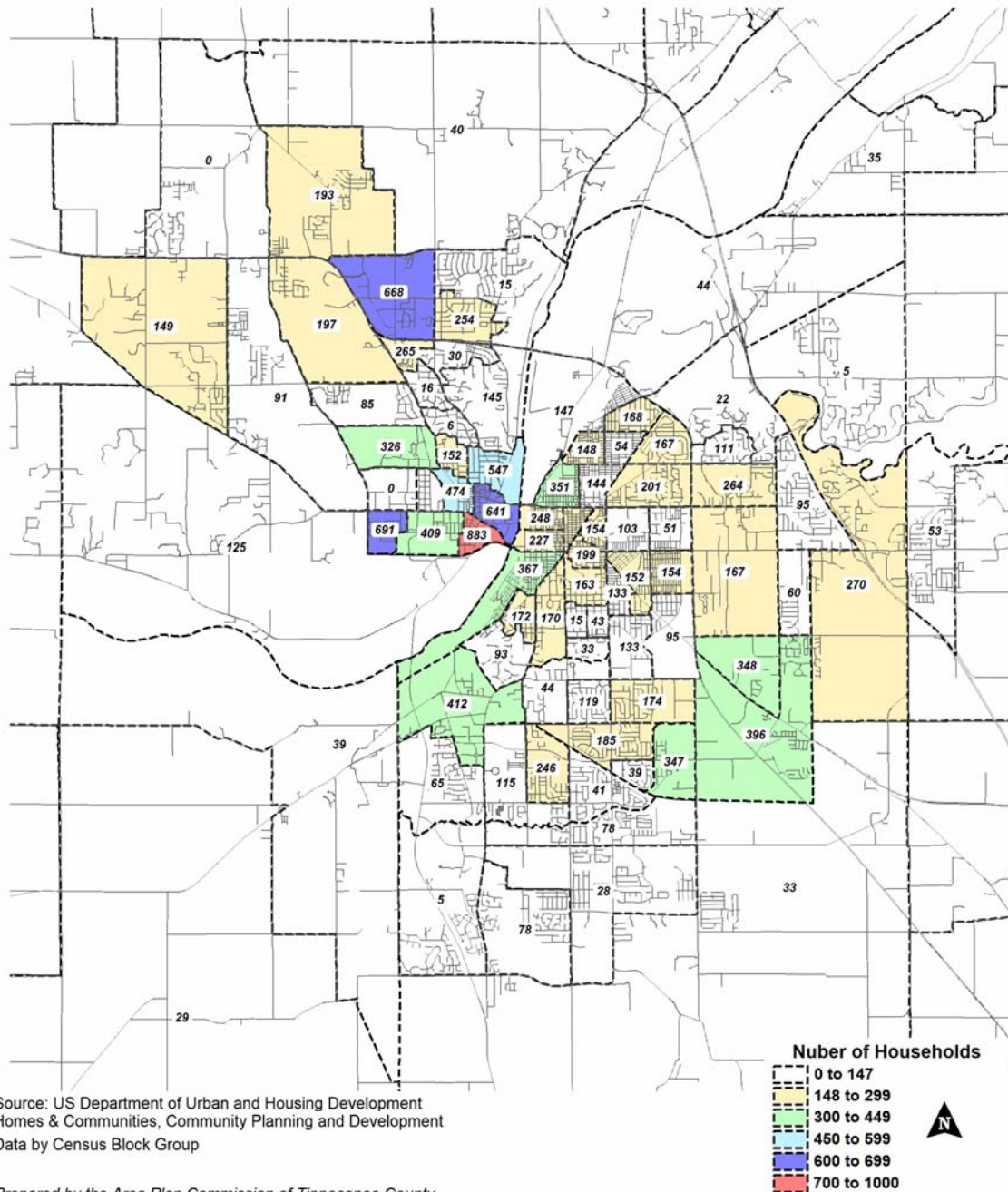
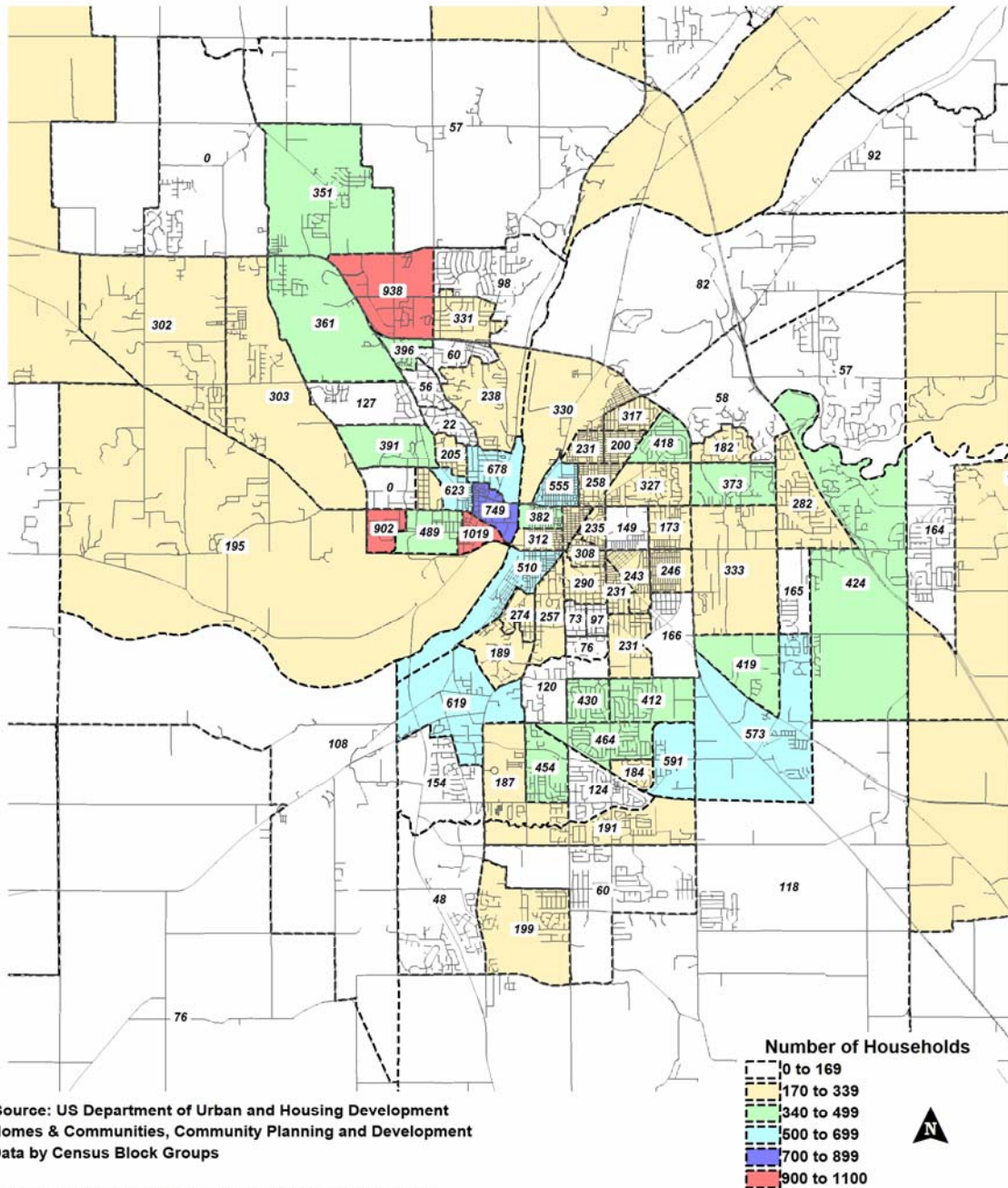




Figure 13

**Number of Households Earning 80% and Below the Median Income  
2000 Census**





Since the survey, the community has seen new retail development at three suburban locations. Two are located in Lafayette while the other is west of West Lafayette. On the southern side of Lafayette, new development is occurring along the 350S corridor. Wal-Mart constructed a new supercenter at the southwest corner of Concord Road. Between 18<sup>th</sup> and Concord Road, over 75 new business have been constructed. On the eastside of Lafayette at the southwest corner of SR 26 and Creasy Lane, retail developers constructed a new complex called the Pavilions. It includes a mixture of retail develop. Finally, Menards constructed a new super store at the corner of US 52 and CR 300W. Meijer is also in the process of developing a new store adjacent to Menards.

The locations of non-retail jobs, **Figure 15**, in the community are not as concentrated as retail jobs. They are more dispersed. The largest concentration is the Purdue campus area. Over twenty percent of all non-retail jobs are concentrated in this area. Both the SIA and Wabash National areas account for the next two largest concentrations. Over 6,700 employees are located in these two locations. Other concentrated areas include both hospital areas, downtown Lafayette, Lilly, Purdue Research Park, the Fairfield/Rea Magnet area, Concord/350S industrial area, and Venetian Blind.

## **Purdue Students**

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One theme becomes apparent when comparing the low-income maps; the largest concentrations of low-income persons are generally located on or near the Purdue campus. With over 39,000 students, this group could influence the assessment. To see if there is any correlation, we need to know where students live. **Figure 16** does just that. Not only does the figure show where Purdue students live (those that reported an address), it also shows the total number of students living in each census block group.

**Figure 16** reveals that the largest concentrations of students are either on or near campus. These same blocks are the ones most often identified in the previous maps as having the largest concentrations of low-income persons and households. Nearly all of the maps show the block at the southeast corner of State Street and South River as having the highest concentration low-income persons and households. This block also houses more than two thousand students.

Looking outside of the immediate campus area, there are two areas having more than eight hundred students. The block groups are next to each other and are located west and northwest of West Lafayette. The largest, 1,576 students, is the Great Lakes/Wal-Mart census block group. The other area is just to the west with its west boundary along Klondike Road. These block groups never show up as having a significant concentration of persons with low-income.

Figure 14

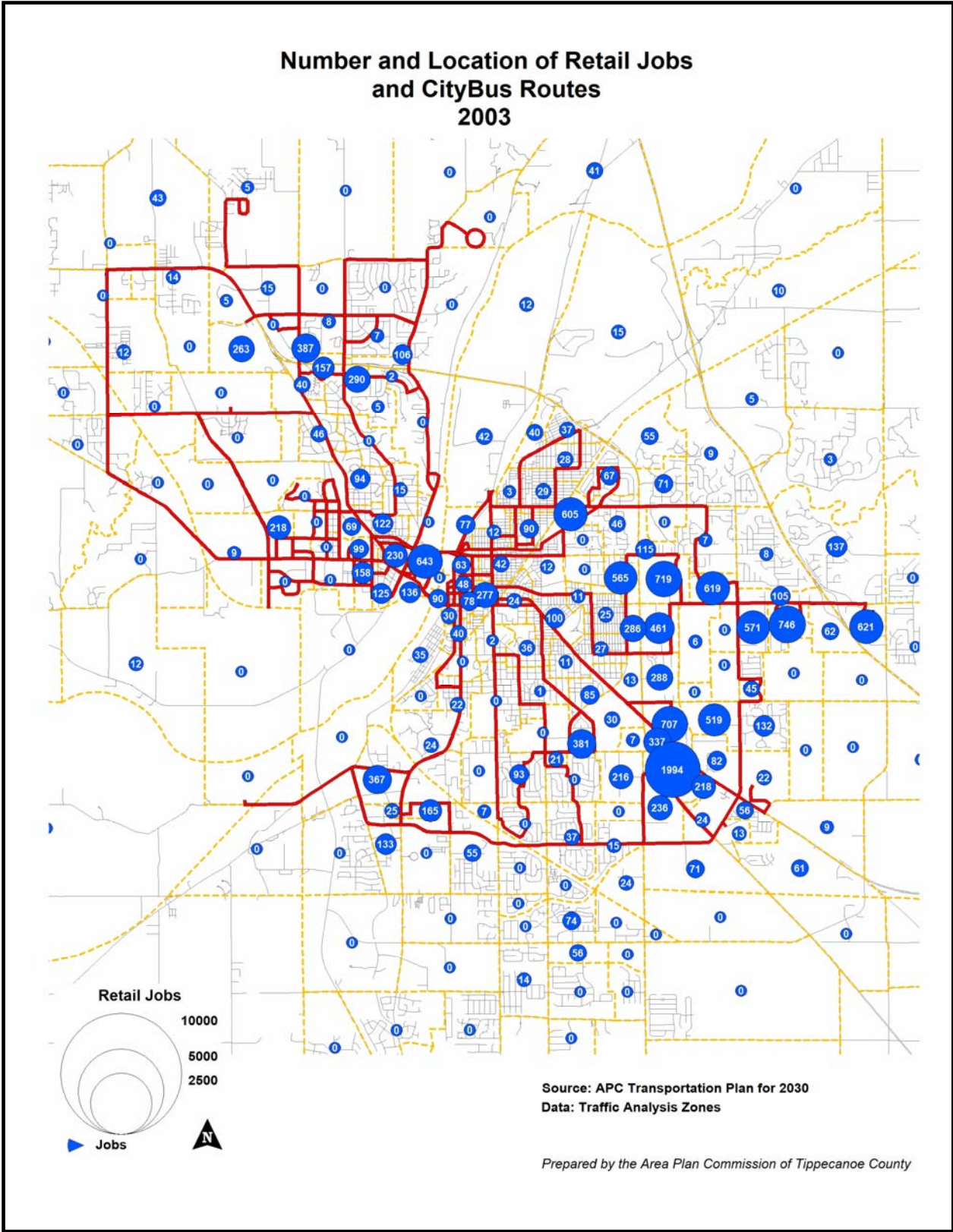


Figure 15

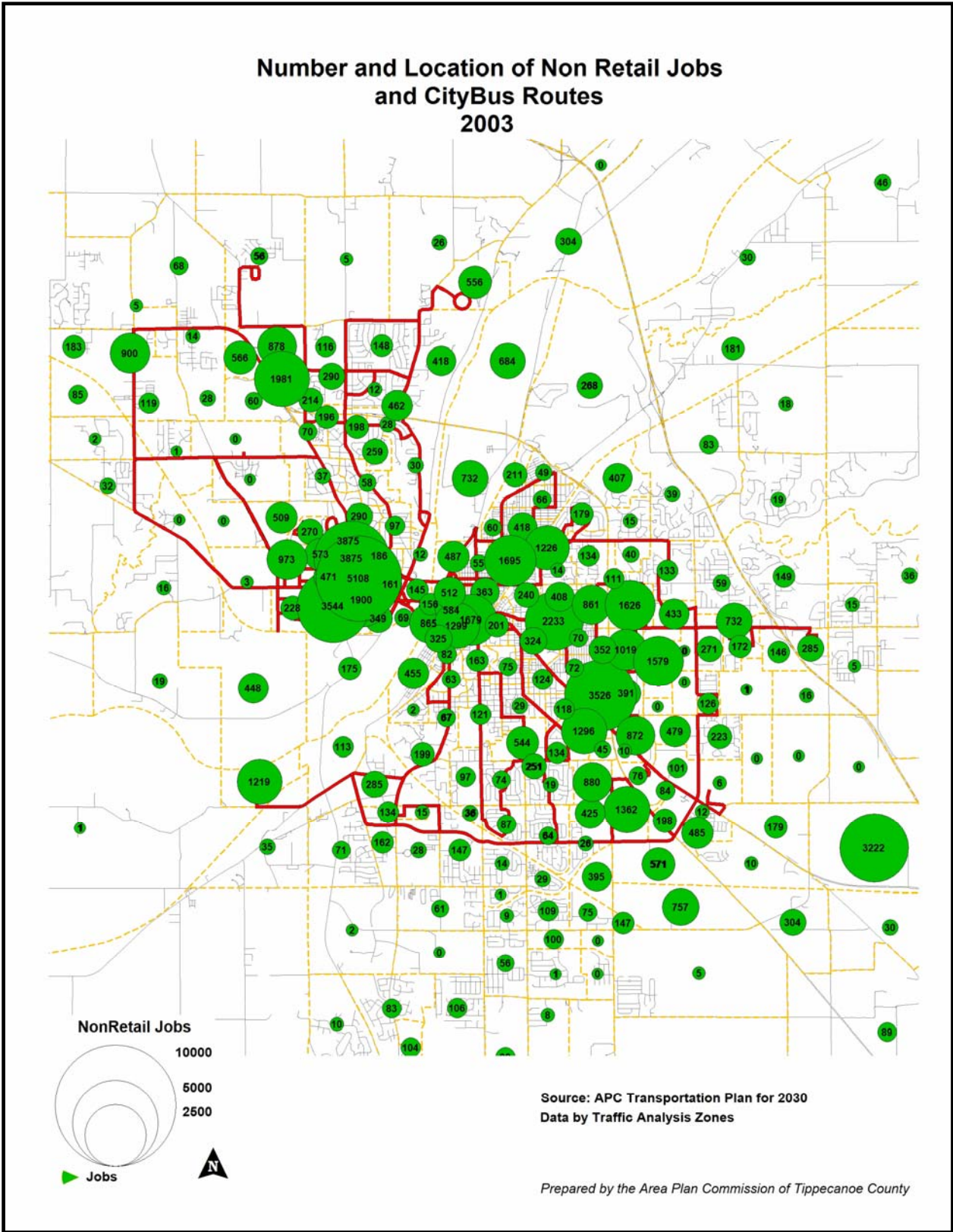
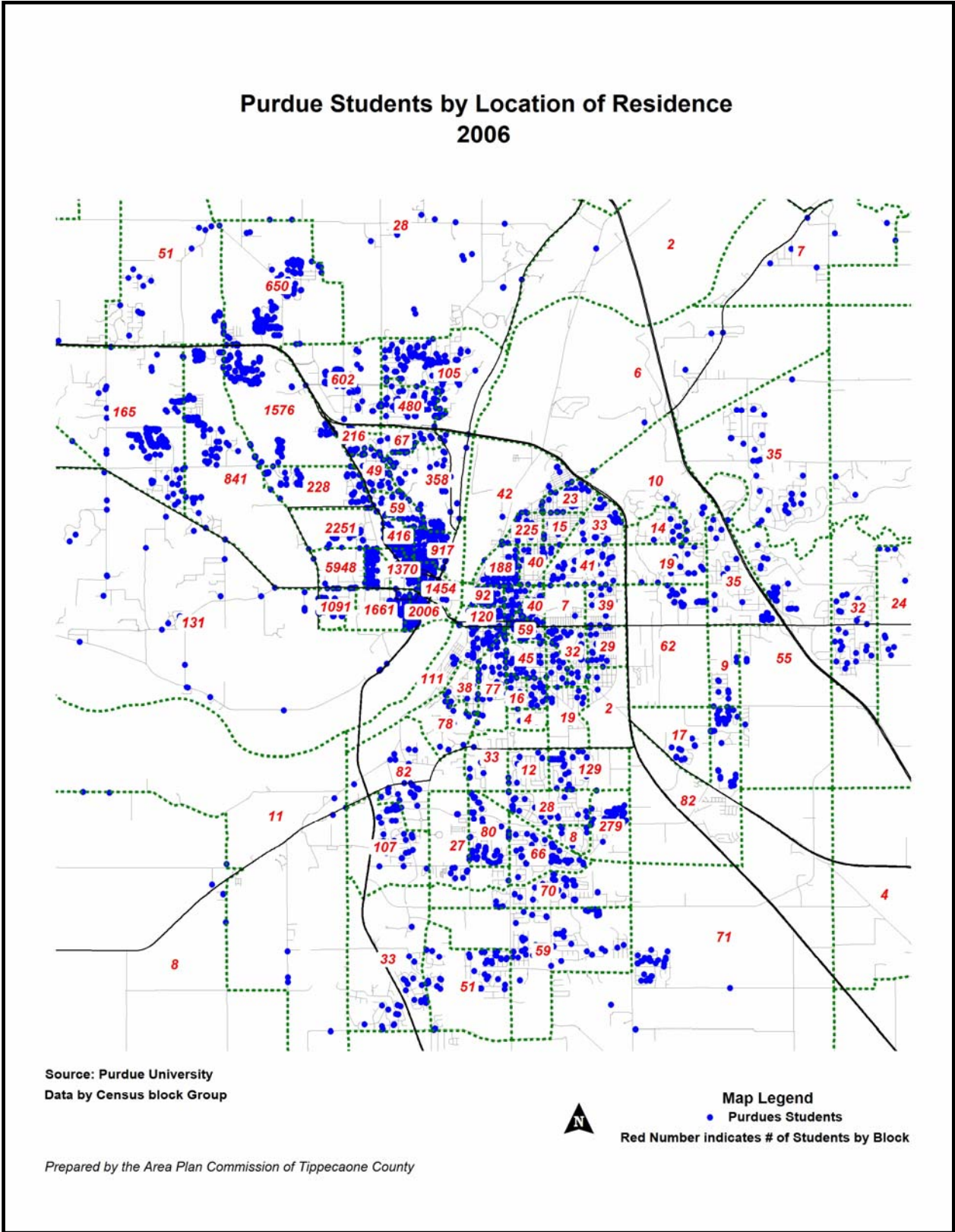




Figure 16



There is one area outside of campus in West Lafayette though that has both a large number of students and a large concentration of low-income persons. That block is located north and east of US 52, west of Salisbury and south of Kalberer. This block contains the Purdue Research Park, several apartment complexes, several housing subdivisions, retirement centers, and retail shopping.

## **Persons 65 and Older**

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There were 148,955 persons counted in Tippecanoe County during the 2000 Census. Of that number, 13,532 persons were 65 and older. This group accounted for 9.1% of the population. Compared to national statistics, this is far less than the national average of 12.1%.

**Figure 17** shows the geographical distribution of this group. In looking at the figure, it paints a very interesting picture. Two areas have a significantly large concentration and they are located on the north side of West Lafayette. Nearly nine percent of this population, or 1,280 persons, live in this area.

Looking at the next level of concentration, there appears to be roughly four areas in the community. One is located in West Lafayette and it is near the most concentrated areas north of Sagamore Parkway and just south of Sagamore Parkway east of Salisbury and west of Happy Hollow. The remaining three areas are in Lafayette. One is located around the Market Square and Vinton areas. The second is on the eastern fringe of Lafayette, and the third encompasses the Edgelea, Southlea, and Tecumseh.

The Census reported that 528 persons 65 and older lived in poverty. **Figure 18** shows their geographical distribution. According to the Census, the tract having the largest concentration is located in south central Lafayette in an area bounded by Center Street, 9<sup>th</sup>, 18<sup>th</sup> and the Durkee Run. The second largest concentration is located in the southeastern part of Lafayette around the Tippecanoe Mall area.

## **Disabilities**

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The 2000 Census provided demographic information about persons with disabilities. The assessment examined the information for this group in three different ways. First, it looked at the number of persons with disabilities. Then, it looked at their distribution by four age groups. Finally, the last assessment looked at disabled persons who are in poverty.

The Census data is divided into various classifications of disabilities. The main two classifications include persons with just one disability and persons with two or more disabilities. These two classifications are further subdivided into subclasses including

Figure 17

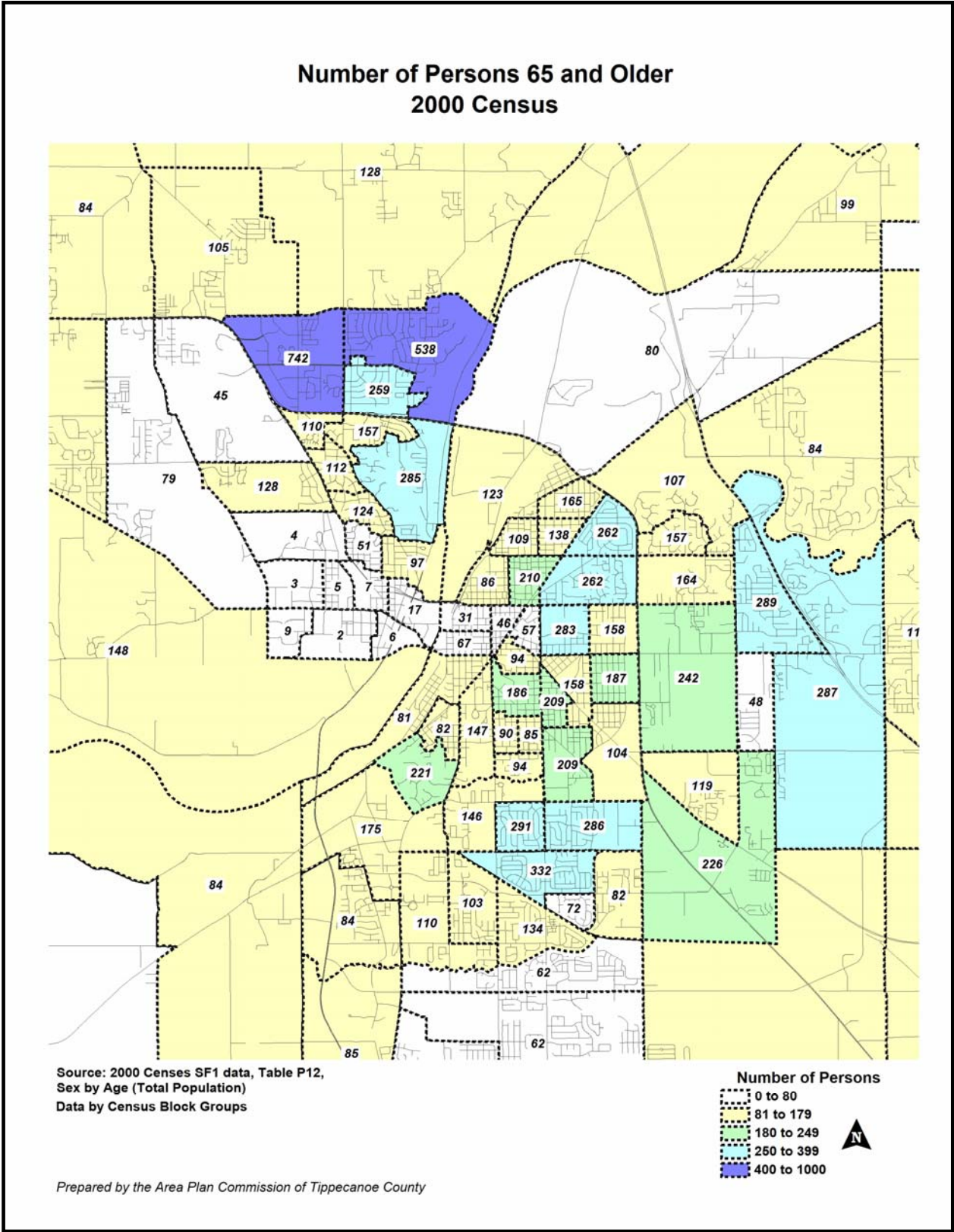
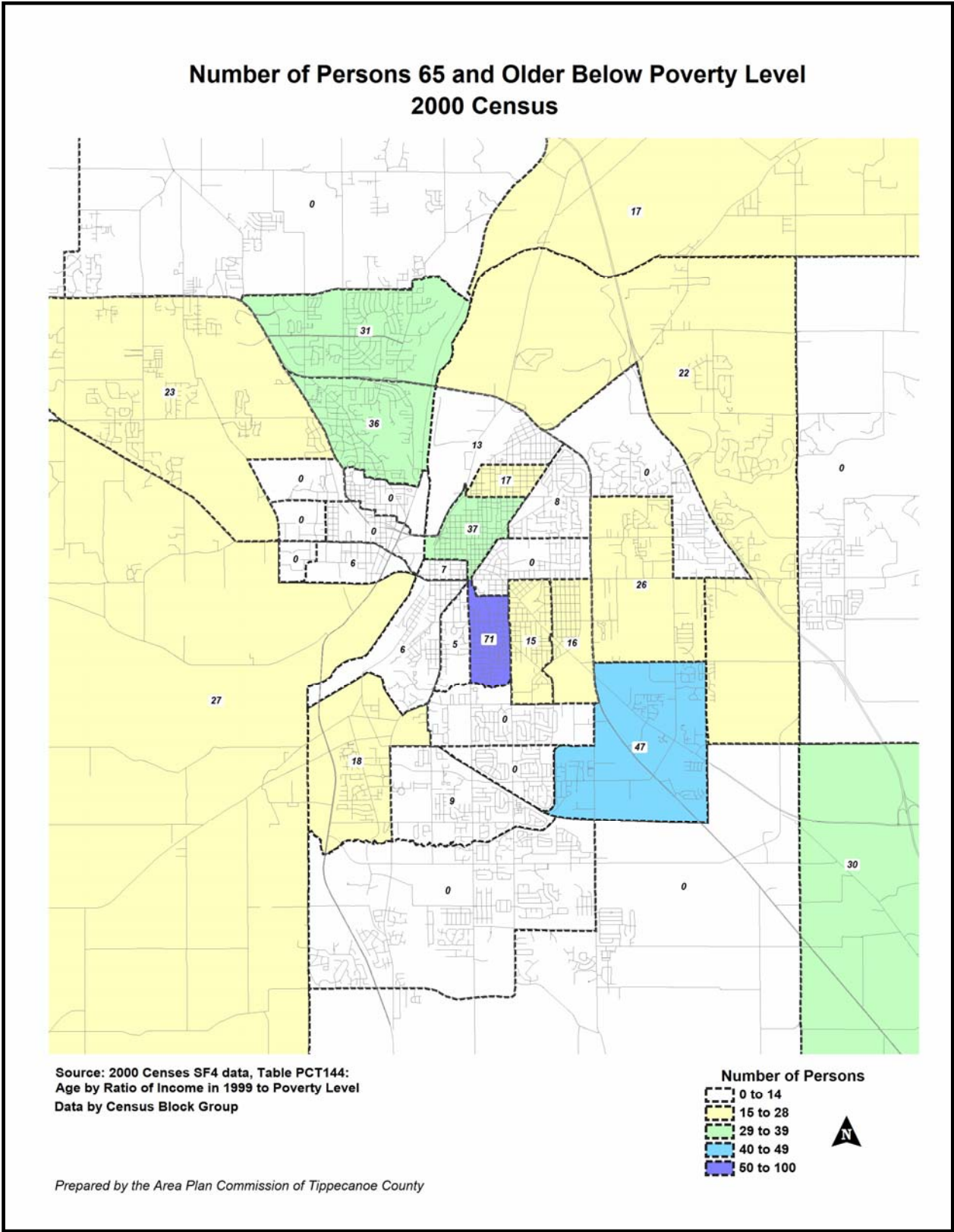




Figure 18



sensory, physical, mental, self-care, go-outside-home, employment and other combination. For this review, we included persons in all classifications.

According to the Census, 20,073 persons in Tippecanoe County had one or more disabilities. That translates to approximate 14.5% of the population. **Figure 19** shows the information geographical.

Geographically, four tracts encompass over four thousand persons with disabilities. This accounts for approximately twenty percent of the disabled population. The tract having the greatest population, 1,076, is located on the north side of West Lafayette. The other three tracts are located in Lafayette. One is located just immediately east of US 52. The second is located on the north side of downtown, and the third is located roughly between Teal Road and Beck Lane.

**Figure 19** also shows something slightly different than the previous figures. In previous figures, the areas with the second largest concentrations are located within the cities. **Figure 19** shows three of the four areas located in rural areas outside of the cities. Two are located west of both cities and the other is located northeast of Lafayette. The one urban area is by Tippecanoe Mall.

**Figure 20** shows the geographical distribution of persons with disabilities by age. The data is shown by four age groups: 5 to 15; 16 to 20; 21 to 64; and 65 and older. Looking at the youngest age group, nearly seven percent, 6.9%, of the disabled population is in this age group. The two tracts that had the largest concentrations are located in the Elston and Wabash Avenue areas. The late teen age group comprised a slightly larger percentage at 8.8%. The largest concentrations are on the Purdue campus. For next group, 21-64, comprised over half of the population, 58.9%. The largest concentrations are located just north of downtown Lafayette, near east side of Lafayette just east of US 52, and in Tippecanoe and Washington Townships. For the last age group, 65 and older, the largest concentration is located on the north side of West Lafayette. This group comprised 25.4 percent of the disabled population.

Similar to **Figure 18**, Number of Persons 65 and Older Who are in Poverty, the Census also reports person with disabilities who are in poverty. **Figure 21** shows their geographical distribution. According to the Census, 2,986 persons with a disability were also in poverty. The largest concentration, 288 persons, is located in the Tippecanoe Mall area. Five additional tracts also show a significant population. Two are located on the east side of the Purdue Campus. In Lafayette, one is located on the north side of downtown, one is location in the Wabash Avenue area, and the third is location on the near east side just east of US 52.



Figure 19

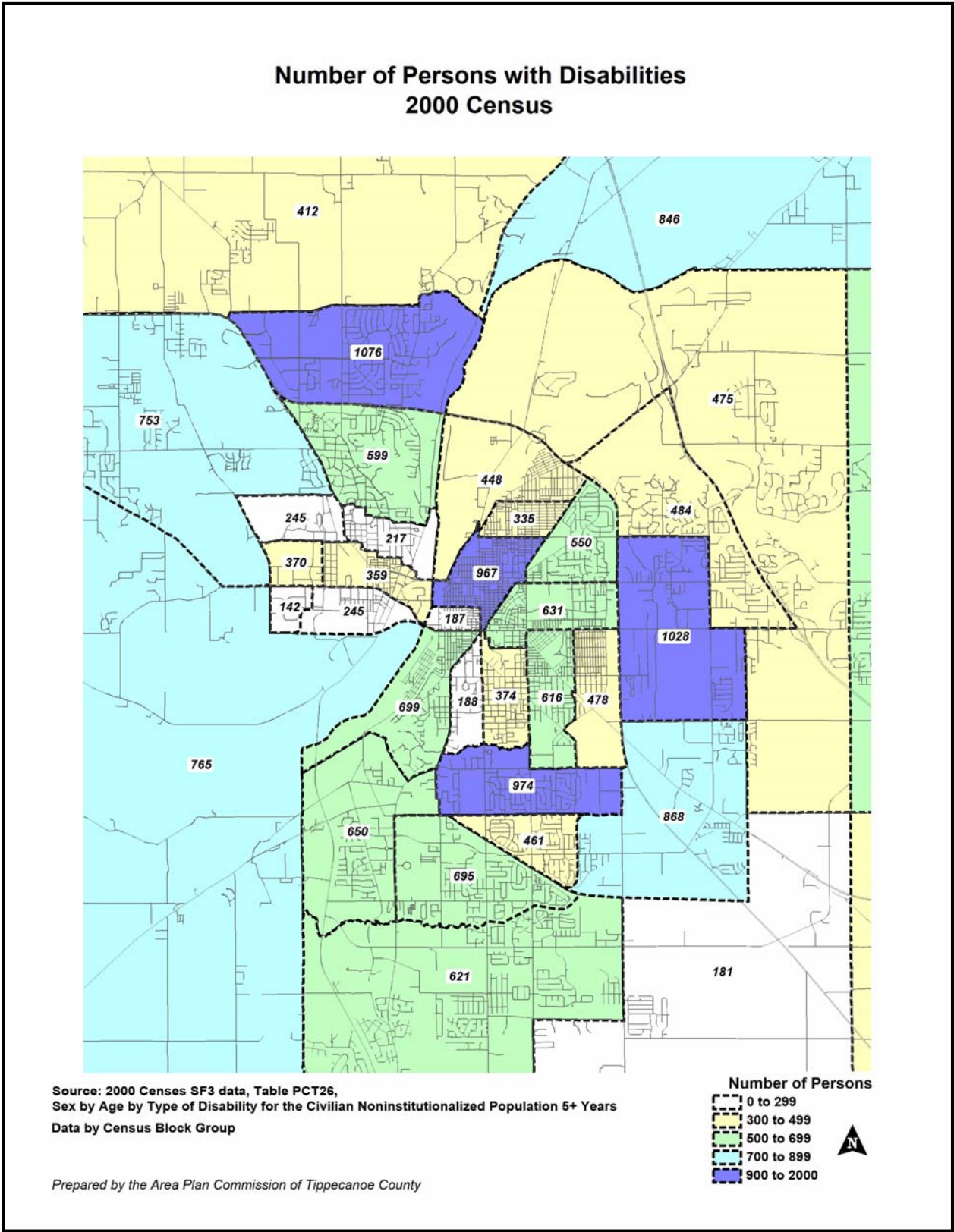


Figure 20

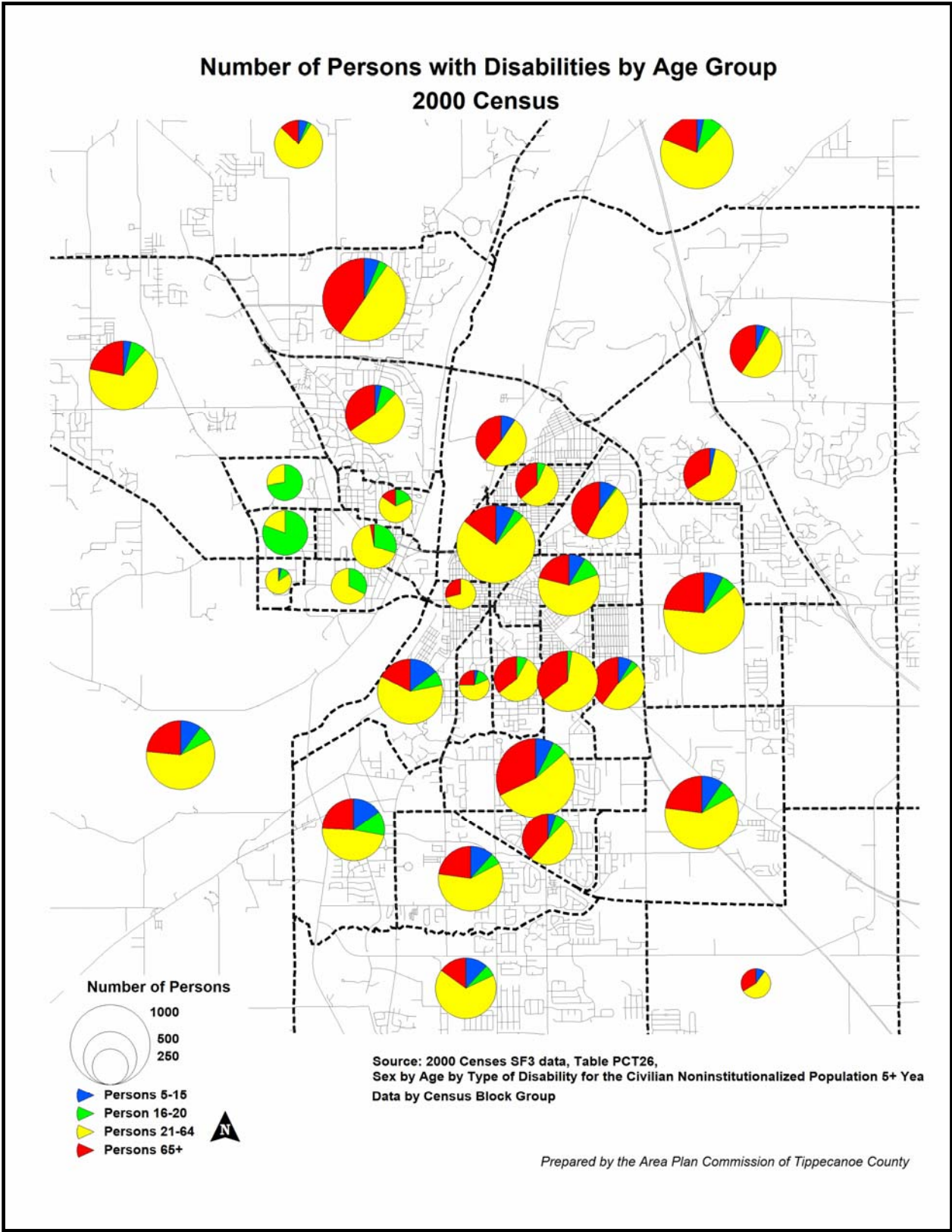
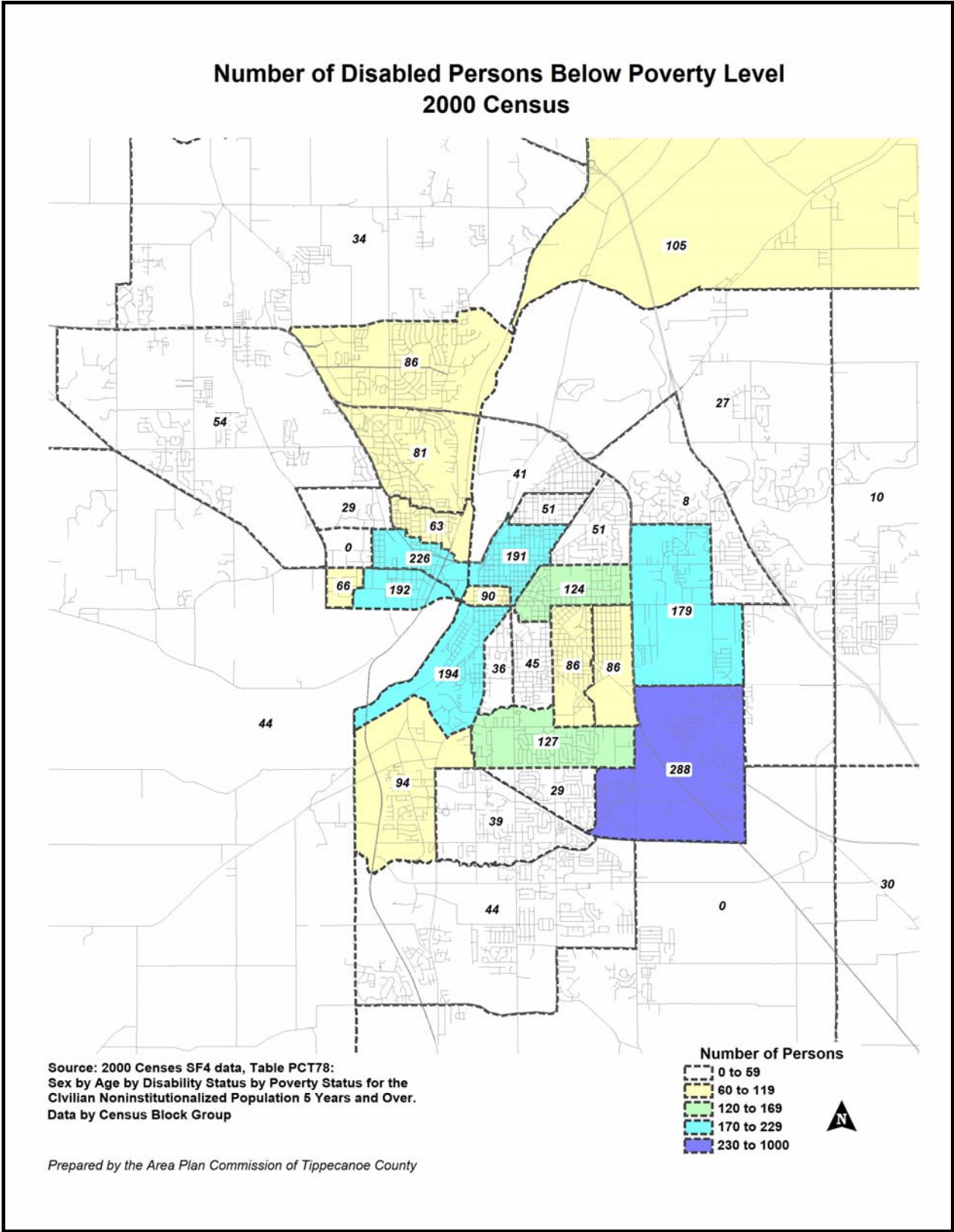


Figure 21



## **Provider, Public and Agency Assessment**

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While demographic data provide an insightful view of our community, it does not necessarily present a complete picture of the gaps, barriers, needs and challenges that our three groups encounter. To capture this critical information, the Plan tapped into the wealth and experiences of two resources: the Citizens Participation Committee and a forum of nonprofit organizations, private transportation providers and organizations who deal specifically with transportation. Their comments and assessment provided a comprehensive picture of the gaps, barriers, needs, and challenges the community faces.

### ***Citizens Participation Committee Assessment***

The Citizens Participation Committee is comprised of community organizations and groups, as well as citizens interested in urban and transportation planning. The committee provides a link to nearly forty organizations in the community. It is an opportunity for members and the public to learn, review, and comment about planning activities in the community, as well as to shape their creation through feedback from their respective organizations. Coordinated services and the plan were the main focus of discussion at its November 27, 2007 and January 22, 2008 meetings.

During the November 27<sup>th</sup> meeting, the Committee had not only its first exposure to the topic, but also its first opportunity to provide input. Staff presented an introduction and overview of the three federal programs. Committee members then participated in two exercises: reviewing a list of transportation providers, and identifying gaps, barriers, needs and challenges the three groups encounter.

For the first exercise, members were asked to review the transportation provider list. They were then asked if they knew of any providers who were not listed. Committee members responded and identified a small number of public and private providers. Those providers were then added to the list.

The members then participated in identifying gaps, barriers, needs, and challenges. The challenges identified focused more on locations or geography rather than a specific situation or subpopulation. On the south side of Lafayette, members identified the need for bus service along the 350S corridor, especially to Wal-Mart. To the east, members identified service needed to the new hospitals, Cat Logistics and to Subaru. One particular area members identified was the SR 26 corridor between US 52 and I-65. The corridor is not pedestrian friendly and there are numerous hotels and restaurants that need late bus service. North of Lafayette, bus service is needed to the County Community Correction facility on North 9<sup>th</sup> Street. To the west, additional service maybe needed to the new Meijers when it is built.

During the January 22<sup>nd</sup> meeting, members were presented a statue report. They then identified additional barriers, gaps, and challenges and also suggested some solutions. The SR 26 corridor was identified again as pedestrian challenging. Sidewalks needed to



be added. Faith Baptist and its community center is now a destination that needs bus service. The Klondike bus route needs extended service later in the evening. Forms and documents that are available at the BMV need to be in large print. The information phone number 211 needs to be updated. Another challenge expressed was the distance between the unemployment offices to bus routes.

Members did provide suggestions and solutions. One is targeted communication. Instead of a mass mailing and information campaign, pertinent information about transportation services should be provided only to the groups and/or individuals needing it. Passes or tokens could be given to low-income individuals who are looking for employment. This program would be handled through the unemployment office. Finally, one suggestion was for an annual review of this report is needed.

## ***Agency and Organization Assessment***

On December 10, 2007, the Area Plan Commission held a forum to assess the transportation needs and identify gaps, barriers, challenges, and obstacles that each group faces. Invitations were sent to sixty-five agencies and organizations and a copy of the mailing list is in the Appendix. The mailing list included a broad cross section of transportation providers from the community. The type of organizations invited varied ranging from nonprofit organizations to private transportation providers. Representatives of seven organizations attended (one representative represented more than one agency.) The attendance sheet is in the appendix.

## ***Post-it Note & Open Discussion***

Two techniques were employed to tap the wealth of knowledge and experience these representatives have to offer. The first technique used was the Post-It note method. This method obtained individual comments without any interaction between participants. The second technique, open discussion, allowed interaction between participants. It generated exciting and sight full discussion.

The Post-It note technique presented an opportunity for individuals to share their specific knowledge by writing them down on post-it notes. It afforded flexibility to all of the participants; they could comment on one, two, or all three groups. In addition, the participants were instructed to place their comments under one of three subcategories: subpopulation, situation, and geography. This was done to not only help the participant better identify the barriers, gaps and challenges, but also helped later when forum members would be discussing and developing strategies.

The open discussion session provided a lively dialogue. Forum members commented on specific challenges and barriers they encounter. Common threads between organizations were discovered and discussed. Extensive discussion also occurred regarding transportation provided by the private sector and the role they have and can play.

The following comments are a combination of the Post-It note comments and the comments received during the open discussion period. Comments that were generated during the open discussion were categorized by group and subcategory by APC staff. Additional comments did arise during the two strategy meetings and they have also been included in the lists. After the first strategy meeting, it became evident that several of the new comments and some of the ones already identified could be placed into their own specific category. The three categories added were CityBus, Private Sector Service, and Other – Transportation Provided by Red Cross.

## **Disabled**

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Twenty comments were received which is slightly more than the elderly and disabled group comments. Half of the comments focused on a specific situation while nearly the other half focused on a particular subpopulation. Only two comments pertained to a geographical situation. The comments presented a wide range of challenges for both CityBus and other transportation providers.

### **Subpopulation**

- a) Some persons with disabilities can use regular buses when weather is good but can't when weather is treacherous.
- b) Developmentally disabled / special needs are not always able to master bus schedules.
- c) General travel for people who are disabled (especially with seizures).
- d) Difficult for blind/low vision passengers to use CityBus.
- e) Developmentally disabled group homes are outside of CityBus route.
- f) Agencies are seeing more clients who are disabled from war injuries.
- g) Wabash Center serves 1,800 clients, but there are 600 more that need services.
- h) Work release persons need transportation to and from correction facility.

### **Situation**

- i) Most transportation is during day time.
- j) Limited CityBus service, especially night and weekends.
- k) Disabled accessibility cost.
- l) Medicaid/Medicare does not pay for taxi's transportation.
- m) Access bus offers one trip to and from per day. Sometimes more than one trip is necessary (i.e. Dr. appointments, shopping, etc.).
- n) Access service time limited.
- o) Much of transportation must be scheduled two days in advance.
- p) Much transportation only provides for medical, shopping. Does not allow for transportation to activities.
- q) Concern about van safety. Non-profit agencies can not use 15 passenger vans anymore and the 12 passenger vans probably be prohibited soon.
- r) Need to shorten applicant review for Access service.

## **Geography**

- s) Lack of sidewalks, crosswalks, pedestrian amenities in some areas (SR 26E).
- t) Access bus pick-ups tied to regular bus routes.

Many of the comments represent difficulties individuals face when dealing with transportation. The challenges begin even before beginning the journey (length of applicant review for Access service and trip scheduling at least two days before the trip.) Challenges also are encountered regarding when and where they can go (limited evening and weekend service and service tied to a specific area). The reason for the trip can also present a challenge (only available for medical and shopping and not for social activities). For the individual, challenges and barriers can be encountered from the beginning to the end of the trip.

The comments also represent challenges transportation providers face. Some are specific to CityBus, some are to non/not for profit providers, and some are to both. Many of the comments are related to improving and expanding transportation services. In order to do this though, additional resources are needed including funding. There is a continual struggle to fund services let alone expand service. Non/not for profit providers also face vehicle safety issues and an increase in individuals requesting services. They would also like to utilize or tap the private sector but program funds currently do not allow this.

Several of the comments do not fit into any specific category. One comment pertains to the lack of transportation to and from the County Corrections facility. There is a need for transportation services. Another comment was directed toward local government agencies, specifically to the Indiana Department of Transportation. The comment identified the lack of sidewalks, crosswalks and pedestrian amenities. The area sorely lacking these amenities is SR 26 East.

## **Elderly**

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Seventeen comments focused on the elderly population and the challenges they face. Similar to the challenges faced by the disabled, many (three quarters) of them were about a situation rather than a subpopulation or geography. Of comment pertained to subpopulation and three to geography. The comments are:

### **Subpopulations**

- a) Important to group housing to have elderly (low-income) and other in more of near downtown living area.

### **Situation**

- b) Much of the transportation offered must be scheduled two days in advance.
- c) Transportation is usually only for medical, shopping, does not allow for social, etc.
- d) Transportation is usually during the day.
- e) Limited CityBus service, especially nights and weekends
- f) Evening and weekend transportation

- g) BMV – Do they have resources for drivers who lose their license due to age
- h) Growing number of seniors
- i) Limited income.
- j) Limited services available to public events – such as Community Health Fair, senior free movies, senior bingo at retailers (to participate and/or volunteer).
- k) Cost
- l) Knowledge of availability.
- m) The limited number of drivers and vehicles affects how quickly service can be provided and sometimes there are long waits for service.
- n) Vans aging and replacement.

## **Geography**

- o) Bus stop access.
- p) Getting to bus stops.
- q) Understanding of bus system (routes, times, drop offs, proximity).

Once again the comments received presented challenges the elderly and transportation providers face. Many of them are challenges that both face. Some of them directly pertain to just individuals, and there are a few that pertain to just the providers.

The gaps, challenges, and barriers individuals face start at the beginning of the trip and continue to arise through the entire trip unto its end. Scheduling can be a challenge, especially needing to make arrangement several days before the trip. Then there are the barriers that limit when and where one can go. The reason for the trip also presents challenges and barriers. Financially, with limited income, cost plays a critical role in the decision whether to go or not.

Two comments found under the geography subcategory pertain to individuals: bus stop access and getting to bus stop. These comments speak to the difficulty in getting to bus stops. The lack of sidewalks and the condition of those that exist are challenges and barriers the elderly face. This comment mirrors the increasing demand for providing alternative transportation – especially for pedestrians.

The same challenges that individuals face are also the some ones that providers face. Scheduling also presents a challenge. Match the increasing demand for services and to the limited amount of service that can be provided is challenging. Likewise, because of the limited amount service that can be provided, only the more essential trips are allowed. At this time there are limited funds to operate and well as maintain and purchase new equipment. Funding is an outstanding issue.

One comment listed addresses the situation when a senior finds that they no longer can obtain a drivers license. This time is very difficult and additional resources are needed at the Bureau of Motor Vehicles (BMV) and to the individuals. What information and assistance can be provided to seniors at the BMV? Who and where can the individual turn to?



Another comment addresses the location of group homes. At this time there are some that are located outside of the existing CityBus service area. This presents a challenge to the individual – they simply do not have the option to ride the bus. While this is a challenge to the individual, it is also a challenge to CityBus. Additional service requires additional drivers and buses.

Providers are facing another challenge. The baby boomers have and will be reaching the retirement age. With this comes the challenge. While many seniors will be able to drive, the number of those that can not will increase. How will providers meet that ever increase need? Providers are also facing the challenge of replacing their aging fleet.

A common thread is beginning to emerge. When comparing the challenges, barriers, and gaps of the disabled and elderly groups, similar comments and themes can be found. For both the individual and provider, transportation is limited by the time service is provided, where an individual can go, and for what type of trip. This limits the movement of individuals. For the provider, costs, drivers, and limited capital equipment play a critical role in how much service can be provided.

One comment is directed toward replacement of aging vans. Many of the vehicles used by non/not for profit agencies are large passenger vans. These vans are used extensively and many of them are wore out and need replaced. They also pose a safety risk as can be seen with the comment mentioned under the disability category.

## **Low Income**

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The forum identified 14 comments for the low income group. Roughly three-quarters of the comments were related to a situation. This number was roughly the same as the other two groups. Only two comments were related to subpopulation and one to geography. The comments were:

### **Subpopulation**

- a) Purdue students who live in off campus housing to the northwest of Purdue have limited service.
- b) 2<sup>nd</sup> and 3<sup>rd</sup> shift workers. CityBus – hours of operation.

### **Situation**

- c) Lack of affordable transportation for low income.
- d) Limited CityBus service, especially nights and weekends.
- e) To look for work.
- f) Cost.
- g) Time constraints.
- h) Limited hours of availability of public transportation.
- i) Unable to afford bus pass.
- j) More easily available assistance to get on Medicaid.
- k) Cost Availability.

- l) Lack of clearly marked well lit stops
- m) Need of bus tokens/passes for low-income adults.

## **Geography**

- n) Public transportation pick up locations often require crossing busy/dangerous roads.

Similar to the comments of the other two groups, the comments for low income represented challenges, gaps and barriers both individuals and providers face. Over half of the comments were challenges both faces. Nearly half of the comments are challenges that individuals encounter.

In reviewing the comments, the challenges and barriers that both individuals and providers face center around two themes: hours of operating and cost. Employees who work second and third shifts have a difficult time getting to and from work if they do not have personal transportation. There have limited transportation options either very late at night or very early in the morning. Employees working the weekend also face the same challenge. For providers, it is difficult to offer this service. While there is a demand, it is generally not enough to cover the operating cost such as employee wages and fuel. It is challenging to offer this service with available funding. The cost of transportation during these times is challenging to both individuals and providers.

Two comments address the challenges and barriers bus riders and CityBus face concerning the location of bus stops. One comment is directed at the location of bus stops, in particular the lack of clearly marked well lit stops. At night, the darkness presents a challenge for the driver to see the awaiting rider. The other comment is directed at the location of certain bus stop locations on busy roads. Crossing busy roads present a challenge to riders. Bus drivers are also challenged when merging back into traffic after stopping to pick up passengers.

For the individual, cost plays a significant factor. For many low-income individuals, they have difficulty affording or are unable to purchase bus passes. Because of this, they face barriers when looking for work.

One specific low-income group mentioned was Purdue students who live northwest of campus. CityBus has seen increasing demand for transportation in the area around US 52 west of Morehouse Road. This area has seen a tremendous growth in off campus student housing and the demand for bus transportation continues to increase. This presents a challenge with funding the additional service and the additional buses need for increased service.

## **CityBus**

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- a) Community growth has been a challenge especially to serve areas to the east, to the new hospital, and to the south along CR 350S.
- b) Pedestrian amenities are needed to supplement transit.

- c) Pedestrian facilities – sidewalks, and cross walks; particularly in some very pedestrian unfriendly areas like SR 26.
- d) Future service to the Pavilions shopping center at SR 26 and Creasy Lane.
- e) Many retirement centers do not understand that CityBus is not responsible for clients once they get to their destination.

Construction of the two new hospitals present challenges to CityBus. While St. Elizabeth East is being constructed on an existing route, there are two challenges that prevent CityBus from providing front door serving to the new facility. The location of the building is one challenge. It sits quite a distance away from Creasy Lane. The other challenge is the amount of the bus route spare time. There is not enough route time to allow the bus to go on site and drop riders off at the front door. The Clarian/Arnett hospital is located outside of CityBus's service area. CityBus can not provide it service. It is also located at a very isolated spot quite some distance away from the nearest route.

New retail development along CR 350S has been occurring over the past few years. Through an employment survey, staff identified near 1,000 employees working along the corridor. A Wal-Mart is located at the corner of 350S and Concord Road.

Another barrier or challenge rider's face is getting to bus stops. There are numerous areas in the communities that do not have sidewalks. This is a challenge for riders. The most challenging areas are state roads like SR 26 west of US 52, US 52, SR 38, and SR 25. Very few state roads have pedestrian amenities.

During the open discussion, some of the comments made did not fit into any of the three groups. The comments pertained to private sector service and other transportation services. They are listed below.

## **Private Sector Service**

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- a) The cost of private sector transportation is beyond what may people can afford.
- b) Rates are controlled by the City of Lafayette.
- c) Drivers are subcontracted.
- d) They do take wheelchair clients, but only so long as the person can get in and out of the chair and cab by themselves.
- e) Can federal dollars and grants be used to contract transportation services.

During the open discussion in December's meeting, a connection was made between the private sector providing transportation services to nonprofit agencies. The private sector can and are willing to provide service. But at this time, barriers are preventing this partnership. One barrier is cost. Nonprofit agencies simply do not have a large enough budget. The second is state and federal regulations. Current regulations prohibit state and federal money being given to private transportation providers for transportation services.

## **Other – Transportation Provided by Red Cross**

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- a) Need for volunteer drivers.
- b) Veterans transportation.
- c) Cost of providing transportation

The other comments that arose centered on the Red Cross providing transportation. There were three in all, and there were the need for additional drivers, the need for additional transportation for veterans and the cost in providing transportation.

## **Assessment Summary**

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Through demographic analysis and listening to the experiences of transportation providers, it is evident that elderly, low income, and disable persons face barriers, gaps, and challenges. This section identified them.

The demographic assessment tapped into Census and HUD information. The information allowed us to see geographically where and how the three groups are dispersed through out the community. It also showed us if there are any locations where these groups are concentrated. With this knowledge, we then can compare transportation services that are currently being provided.

In looking at our low income population, the areas with the largest concentrations were located near the Purdue campus. It comes to no surprise when looking at the Purdue student location map that these areas are largely comprised of students living off campus. There were other areas in the community where concatenations also appear. In Lafayette, the concentrated areas were Wabash Avenue, Elston Area, Near the Tippecanoe Mall, north side of downtown, and south of Greenbush and west of Creasy Lane.

According to the Census, our low-income population is slightly larger than the nation's average. In Tippecanoe County, there were over 20,500 persons who are living in poverty. That is nearly fifteen and a half percent of the population. The national average is slightly less than twelve and a half percent.

Approximately fourteen and a half percent of the population in Tippecanoe County has a disability. That translates to slightly more that 20,000 persons. There were four census tracks with population concentration: northeast of downtown, east of US 52 and just north and south of SR 26, north of Beck Lane and on the north side of West Lafayette.

The Census counted 13,532 persons in Tippecanoe County who were 65 and older. That is slightly more than nine percent of the population. Compared to the national percentage, our elderly population is slightly smaller (the national percentage is twelve percent). There were a number of areas throughout the community were the elderly live. Two block groups in particular, both in West Lafayette north of Sagamore Parkway, had over 500 persons.

The Citizens Participation Committee and a forum of nonprofit organizations, private transportation providers and organizations provided an insightful view of the gaps, barriers, and challenges the three groups face.

The Citizens committee identified a number of challenges and gap the three groups face. Many of them were geographically related. Specifically the committee point out areas in the community where transit service was minimal or nonexistent. They were: CR 350S, the new hospitals, US 52W, Community Correction facility, Faith Baptist Church, the Klondike area, and SR 26E. They also identified several other challenges. One of them was the lack of sidewalks, especially along SR 26 and other state roads. The other was the distances between unemployment offices and bus routes.

The forum identified a large number of gaps, challenges, and barriers the three groups face. The challenges being face toady can be separated into two types: challenges transportation providers face, and challenges individuals from the three groups face.

For individuals, the challenges begin at the time when planning the trip. They continue when setting up the reservations to making the trip. Barriers are also encountered based on the type of trip or the destination of the trip. Some services are limited to only medical types of trips. Many trips made just to socialize are not allowed. Depending on the provider, trip destinations can be outside of service areas.

Providers also face challenges in providing services. In order to provide any additional services, there is a need for additional equipment and human resources. In order to acquire the additional capital resources and employ the additional human resources, additional funds are needed. Current funding is limited and being stretched as far as possible. Additional funding is needed.

The demand and need for transportation from the three groups exists now. In the future, the demand and need will grow and increase. The number of baby boomers is increasing and their need for transportation will continue. As this group ages, the mode or way they get around will be shifting from the car to public transportation. The other emerging need for transportation is from the increasing number of our disabled veterans.

## 5. Strategies and Activities Addressing Identified Gaps

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Now that we identified the challenges, gaps and barriers that our three groups face, it is time to turn our attention to the strategies and activities needed to alleviate them. Both our Citizens Participation Committee and Forum members were involved in the process and they identified the following strategies reflecting the needs that have been identified.

### **Citizens Participation Committee**

Committee members identified strategies during its November 2007 and January 2008 meetings. While many of the gaps, challenges and barriers identified during the November meeting were related to geography rather than particular situations, members did develop a number of strategies that could be considered as best practices or simply needed to be done.

#### **Suggested Strategies:**

- 1) Target communication and information to the elderly and low-income,
- 2) Distribute bus tokens for persons seeking jobs through the unemployment agency,
- 3) An annual review of the report if necessary,
- 4) Large print available at the Bureau of Motor Vehicles for the elderly and disabled,
- 5) Provide information/education to assisted living staff regarding transportation options,
- 6) Provide transit/transportation information to low-income persons through the unemployment office.

Many of gaps and challenges Committee members identified were areas in our community that did not have transit service, had some service but not enough, or service did not operate at certain critical times during the day. The strategy is simply to provide more service. Two strategies identified addressed geography but not bus service and both were related to sidewalks. Sidewalks are desperately needed along SR 26 East, especially between US 52 and the Interstate. This area contains a high concentration of retail and service jobs. Low-income workers are forced to walk either on the road or in the drainage ditch to get to their job. The other location for a sidewalk is Concord Road between the unemployment office and the bus route. Person's unemployed who ride the bus must either walk on the street or through private property to get to the office.

The final strategy suggested involves holding an annual forum for social service agencies and transportation providers. Its main objective is to exchange information. Transit and not-for-providers can present recent and up and coming changes in service. Service agencies can provide information about the unmet needs of their clients. The meeting would be a continuing opportunity to share information and coordinate services and needs.

## Forum Discussion

Following the identification of barriers, gaps, and challenges, the forum then held two meetings to develop strategies. The group met on January 7<sup>th</sup> and 14<sup>th</sup> and developed strategies for each gap identified.

Some of the comments were only comments so strategies were identified. Many of the gaps or needs had only one strategy. A few had two or more. Some of the strategies identified under one group were applicable to the others. Some of the strategies were applicable only to the transit system or not-for-profit agencies. Some were for both.

### Elderly

---

**Need:** Important to group housing to have elderly (low-income) and other in more of near downtown living area.

**Strategy:** All new senior housing, especially low-income, should be located on or near a transit route.

**Need:** Much of the transportation offered must be scheduled two days in advance.

**Strategy:**

- Additional educational efforts targeted to seniors (trip planning).
- Investigate scheduling software for Senior Center.

**Need:** Transportation is usually only for medical, shopping, does not allow for social, etc.

**Strategy:**

- Nonessential trips require added capacity for Care-A-Van.
- Encourage churches and businesses to establish personal networks.

**Need:** Transportation is usually during the day, limited CityBus service especially nights and weekends, and evening and weekend transportation.

**Strategy:**

- Increase service capacity.
- Seek additional operating funding

**Need:** The Indiana Bureau of Motor Vehicles (BMV) – Do they have resources for drivers who lose their license due to age?

**Strategy:** BMV staff provides Care-A-Van and CityBus information.

**Need:** Growing number of seniors

**Strategy:**

- Increase service capacity.
- New senior housing projects need to be required to address transportation.
- Encourage new senior housing to be located on or near a bus route.

**Need:** Limited income.

**Strategy:**

- Provide additional education targeted to seniors.
- Develop and Implement fund raising projects for specific programs.

**Need:** Limited services available to public events – such as Community Health Fair, senior free movies, senior bingo at retailers (to participate and/or volunteer).

**Strategy:**

- Additional educational efforts targeted to seniors (trip planning).
- Investigate scheduling software for Senior Center.
- Increase service capacity.
- Seek additional operating funding.
- Seek assistance from service organizations and private transit providers.

**Need:** The limited number of drivers and vehicles affects how quickly service can be provided and sometimes there are long waits for service.

**Strategy:**

- Increase service capacity.
- Additional education efforts targeted to seniors and assisted living staff.

**Need:** Bus stop access, and getting to bus stops

**Strategy:**

- Add sidewalks.
- Add street lighting.
- Adoption of Thoroughfare Plan
- Better sidewalk maintenance including snow removal and trimming of vegetation
- City enforcement of snow removal from sidewalks.

**Need:** Understanding of bus system (routes, times, drop offs, proximity).

**Strategy:**

- Provide education and information to seniors and assisted living staff.
- Provide, hand out, or have available Care-A-Van and CityBus information.

**Need:** Cost

**Comment:**

- Senior transportation cost is negligible at this time.
- Transportation providers are currently heavily subsidized.

**Need:** Knowledge of availability.

**Comment:** This is the solution to many of the challenges and barriers that currently exist.



## Disabled

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**Need:** Some persons with disabilities can use regular buses when weather is good but can't when weather is treacherous.

**Strategy:**

- Allow greater use of Access with conditional eligibility.
- Expand Care-A-Van availability with Tippecanoe County Senior Center.
- Construct additional bus shelters.
- Construct sidewalks where they do not currently exist.
- Construct concrete pads at designated bus stops.
- Implement a snow removal program for bus stops.

**Need:** Developmentally disabled/special needs are not always able to master bus schedules.

**Strategy:**

- Recruit additional Habitat trainers.
- Develop a training program for Habitat trainers.
- Provide more CityBus travel training.
- Expand CityBus travel training outreach to social service agencies.
- Develop a master list of transportation options in a colored handout for community wide distribution.

**Need:** General travel for people who are disabled (especially with seizures).

**Strategy:** Provide education and information to non-Wabash Center riders that 911 will be called when any medical emergency arises while a person is in transport.

**Need:** Difficult for blind/low vision passengers to use CityBus.

**Strategy:**

- Develop better identification of individual buses.
- Provide better bus stop predictability.
- Redesign the downtown Depot (bus boarding/deboarding area).
- Provide hail card education.

**Need:** Developmentally disabled group homes are outside of CityBus route.

**Strategy:**

- Extend bus routes.
- Relocate existing homes to existing bus routes.
- Provide education for siting new group homes.

**Need:** Agencies are seeing more clients who are disabled from war injuries.

**Strategy:** The Red Cross needs accessible van and additional trained volunteers.

**Need:** Wabash Center serves 1,800 clients but there are 600 more that need their services.

**Strategy:** Seek additional resources for Wabash Center.

**Need:** Work release persons need transportation to and from correction facility.

**Strategy:**

- Extend CityBus route/service.
- Tap into startup funding.
- Permanently fund extended route/service.

**Need:** Most transportation is during day time, *and* Limited CityBus service, especially night and weekends.

**Strategy:**

- Seek additional federal, state, and local funding for CityBus.
- Increase safety on buses and at stops.
- Develop efficiency standards based on cost/benefits.
- Seek additional funding for Not-For-Profits transportation.
- Develop employer run ridesharing programs.

**Need:** Medicaid/Medicare does not pay for taxi's transportation.

**Strategy:**

- Seek legislation allowing Medicaid transportation vouchers
- Allow IUPUI Dental Bus visit larger cities.

**Need:** Access bus offers one trip to and from per day. Sometimes more than one trip is necessary (i.e. doctor appointments, shopping, etc.)

**Strategy:** Access does not currently have a one trip per day limit.

**Need:** Access service time limited.

**Strategy:**

- Increase service capacity.
- Seek additional operating funding.

**Need:** Much of transportation must be scheduled two days in advance.

**Strategy:**

- Additional educational efforts targeted to seniors (trip planning).
- Investigate scheduling software for Senior Center.

**Need:** Much transportation only provides for medical, shopping. Does not allow for transportation to activities.

**Strategy:**

- Nonessential trips require added capacity for Care-A-Van.
- Encourage churches and businesses to establish personal networks.

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**Need:** Concern about van safety. Non-profit agencies can not use 15 passenger vans anymore and the 12 passenger vans will probably be prohibited soon.

**Strategy:**

- Social service agencies that use CityBus for large group transportation should coordinated trip scheduling during off peak times.
- Investigate specific state and federal statues regarding van safety.

**Need:** Need to shorten applicant review for Access service.

**Strategy:** The Americans with Disability Act allows up to 21 day review. Review management procedures to see if review can be shortened.

**Need:** Lack of sidewalks, crosswalks pedestrian amenities in some areas (SR 26E).

**Strategy:**

- Add sidewalks.
- Add street lighting.
- Adoption of the Thoroughfare Plan.
- Better sidewalk maintenance including snow removal and trimming of vegetation.
- City enforcement of snow removal from sidewalks.

**Need:** Access bus pick-ups tied to regular bus routes.

**Strategy:** Provide additional rider and user education regarding Access service area.

**Need:** Disabled accessibility cost.

**Comment:**

- Senior transportation cost (riding CityBus) is negligible at this time.
- Transportation providers are heavily subsidized.

## Low Income

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**Need:** Purdue students who live in off campus housing to the northwest of Purdue have limited service.

**Strategy:**

- 1) Provide educational material/services to students regarding existing CityBus service.
- 2) Check with Convention Visitor Bureau to see if they provide a welcome packet to incoming freshman. Include transit information.
- 3) Request Purdue University fund additional transit service.
- 4) Encourage future student housing development to be on existing transit lines.

**Need:** 2<sup>nd</sup> and 3<sup>rd</sup> shift workers. CityBus - hours of operation.

**Strategy:**

- 1) Seek additional federal, state, and local funding for CityBus.
- 2) Increase safety on buses and at stops.
- 3) Develop efficiency standards based on cost/benefits.
- 4) Seek additional funding for Not-For-Profits transportation.
- 5) Develop employer run ridesharing programs.

**Need:** Lack of affordable transportation for low income; Cost; Unable to afford bus pass; and Cost Availability.

**Strategy:**

- 1) Seek additional financial resources.
- 2) Provide education about existing programs: Vocational Rehabilitation, Impact, etc.
- 3) Seek support from service clubs.

**Need:** Limited CityBus service, especially nights and weekends.

**Strategy:**

- 1) Provide additional transit service.
- 2) Seek additional federal, state, and local funding for CityBus.
- 3) Increase safety on buses and at stops.
- 4) Develop efficiency standards based on cost/benefits.
- 5) Seek additional funding for Not-For-Profits transportation.
- 6) Develop employer run ridesharing programs.

**Need:** To look for work.

**Strategy:** Provide education about existing programs such as vocational rehabilitation, impact, etc.

**Need:** Time constraints

**Strategy:**

- 1) Provide assistance and education to low income persons concerning time management and how to preplan bus/transit trips.

2) Additional CityBus childcare facilities.

**Need:** Limited hours of availability of public transportation.

**Strategy:**

- 1) Provide additional transit service.
- 2) Seek additional federal, state, and local funding for CityBus.
- 3) Increase safety on buses and at stops.
- 4) Develop efficiency standards based on cost/benefits.
- 5) Seek additional funding for Not-For-Profit transportation.
- 6) Develop employer run ridesharing programs.

**Need:** More easily available assistance to get on Medicaid.

**Strategy:** Seek increased federal funding for Medicaid.

**Need:** Lack of clearly marked well lighted bus stops.

**Strategy:**

- 1) Implement designated bus stop system (CityBus Strategic Plan).
- 2) Implement intelligent transportation solutions.
- 3) Provide additional user education with existing CityBus material.

**Need:** Need of bus tokens/passes for Low-income adults.

**Strategy:**

- 1) Seek additional financial resources.
- 2) Provide education about existing programs: Vocational Rehabilitation, Impact, etc.
- 3) Seek support from service clubs.
- 4) Educate taxpayers and low-income riders.

**Need:** Public transportation pick up locations often require crossing busy/dangerous roads.

**Strategy:**

- 1) Coordinate with APC, Cities, INDOT and CityBus when addressing hazardous stop locations.
- 2) Employ contact sensitive solutions, especially with INDOT, when reconstructing and developing road projects/improvements.
- 3) Increase and improve general street lighting.
- 4) Develop, adopt and implement a suite of pedestrian friendly street treatments.

**Need:** Transportation for low income youth.

**Strategy:**

- 1) Social service agencies use of CityBus should be coordinated during off peak times.
- 2) Investigate specific state and federal statutes.

**Need:** Lack of fixed route service to Head Start.

**Strategy:** 1) Extend transit service.  
2) Seek additional funding sources.

One theme became very apparent during the discussions, the need for additional money to sustain service and to implement the strategies. Many of the strategies identified call for additional service whether it be CityBus or any of the social agencies. The bottom line: funding is need for more service.

## 7. Project Priorities

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Under development

## 8. Summary

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Under development

## **Appendices**

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Under Development